VeriScan™ *OEM*

Simplifying Software Support for ISVs & Technology Companies

Dramatically Improves Your Customer's Experience!

VeriScan was developed as a direct result of our real-world customer experience. As a leading provider of technology tools, SteelCloud developed VeriScan to help software companies dramatically improve how their software products are installed and supported within complex IT environments.

Software companies know that customer IT infrastructure and environmental issues are the biggest factors determining the quality, speed, and cost of installing and supporting their software. VeriScan is a revolutionary tool that will ensure that your customer's environment is ready for the rapid implementation of your product. In less that 30 seconds, VeriScan validates that your customer's IT infrastructure meets all of your prerequisites and is ready to support your software. And, as the first step in debugging a customer support issue, VeriScan can be run at anytime (even when systems are operational) to re-validate that your customer's infrastructure is compliant with your product requirements.

VeriScan is an essential tool to allow your customers' support staff to become self-sufficient in separating IT infrastructure issues from software product issues. By separating your "product issues" from "customer issues," VeriScan can significantly reduce your support call volume while also reducing the time and effort necessary to resolve customer support tickets. You save money while refocusing your CSO staff to more strategic opportunities.

How Does it Work

VeriScan is built on patented technology that SteelCloud developed to simplify installation and support of our integrated appliances. VeriScan is a compact software tool that instantly validates a customer's IT infrastructure based on your specific application requirements. VeriScan is a standardized application that is customized to the specific requirements of your company's solutions through the utilization of one or more XML signatures. These signatures define the "rules" or prerequisites that must be validated to ensure that your application can be installed and will operate properly.

VeriScan typically addresses critical software prerequisites, including firewall port communications, database connectivity/settings, IIS communications, public/private URL access, security settings, Active Directory permissions, DMZ communications, and support software versioning (i.e. JAVA, OS, browser, .NET, etc.). VeriScan installs in less than 60 seconds and runs in 30 seconds — with instant results for the user to evaluate.

Microsoft

vmware

VeriScan Impacts . . .

Profitability
- Reduces on-site installation trips and support effort overruns
- Controls customer dependencies
- Significantly reduces both the number and length of Customer Service "events"

Customer Satisfaction
- Builds vendor and product confidence
- Reduces installation effort / cost / risk
- Helps create "self-sufficiency"
- Reduces down-time and end-user impact

All validated information is logged, including machine statistics, for further review and evaluation. A familiar green/yellow/red paradigm is used to allow the user to easily visualize any problems encountered. There is even a facility to automatically hyperlink scan specific results to the appropriate topic in your documentation. Being a client-based started task, VeriScan requires no additional computer capacity and will not affect application or network throughput.

SteelCloud®

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VeriScan—Built for You!

SteelCloud developed VeriScan to be an OEM solution that can easily be tailored to your company and your products. Colors and logos can be easily updated to match your company/product look and feel. Of course, validation logic is also tailored to your product requirements through VeriScan's XML signature logic. By using XML signatures we allow you to have a single VeriScan-based validation application that can support a both multiple products and multiple releases of a product.

We protect your customer relationships. Each OEM customer has a unique key that protects its signatures from view and/or alteration. Only your signature works with your software and implementation of VeriScan.
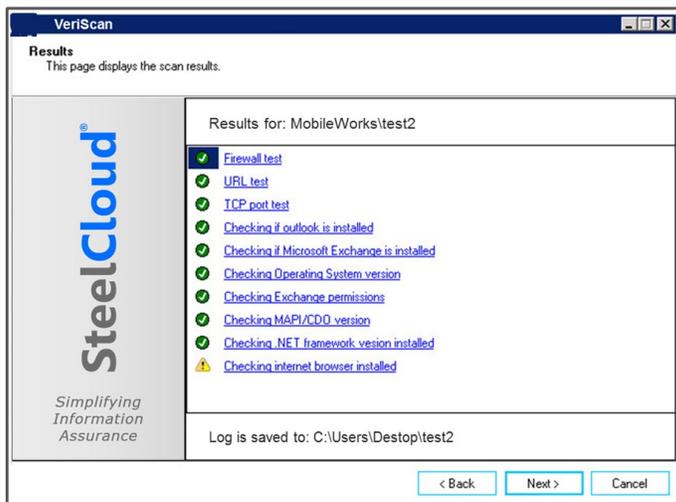
Simple to Get Started!

We start your evaluation process with a simple survey followed by 60 minute discussion/demonstration. Upon completion, you will have everything you need to determine whether VeriScan is right for your company. We provide flexible terms with options for annual, perpetual, and enterprise licensing. Typically our customers can get to a proof of concept phase in as little as a week with the completion of the product delivery taking another week or two. VeriScan can be implemented with a minimum of disruption to your operations, while providing maximum customer impact.

Flexible Use Cases

VeriScan will have a positive impact on both new product installs and on existing customer support. You can have VeriScan's benefits without disrupting product release and development activities. And, it is easily backward compatible to previous versions of your products without modifying one line of your software code.

New Product Installations - VeriScan is a compact widget that can easily be included in your base product releases. It can be integrated into your product installation process at the documentation or in the product installation workflow. At the documentation level, users are instructed to run VeriScan after your product installation prerequisites are completed, to ensure the trouble-free installation of your product. VeriScan can also be embedded within a product installation workflow where VeriScan pre-loads validated user variables into your application.

Customer Support - VeriScan will help to eliminate the calls/effort that a company expends on determining which issues are product-related versus which problems are customer infrastructure-related. Existing customers can easily download VeriScan from your support site. After a simple 60 second installation, the customer will have the information to determine if they need to contact your support organization or if it is an internal issue. VeriScan's logging process can also easily capture much of the information that your support team will need to assist your customer.

About SteelCloud

SteelCloud is located in Ashburn, VA (metro Wash. DC area). We make "hard things, simple." Having developed OEM solutions for some of the largest technology companies in the business, SteelCloud has a tremendous body of experience to understand how to have a significant positive impact on the customer experience. VeriScan is one of our very best solutions. Let us help you today to improve your bottom line and your customers' experience!

For more information call 703.674.5500
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