

How we use CogniDox

This picture illustrates how we use CogniDox every day. We use the best Open Source tools together with CogniDox to provide a cost-effective and powerful solution for document control and customer support.

We know CogniDox will work for you because we know CogniDox works for us!



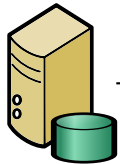
Our secure, OTRS powered, customer support website allows customers to log in and download the latest documentation and software releases.

Customer support requests are managed with OTRS tickets allowing a single customer login to provide a full range of support options.

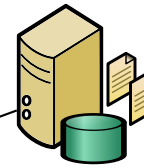
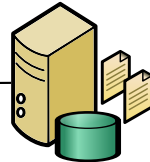
All customer user management is done automatically based on data from SugarCRM - meaning less work for the sysadmin.

<http://otrs.org/>

SugarCRM

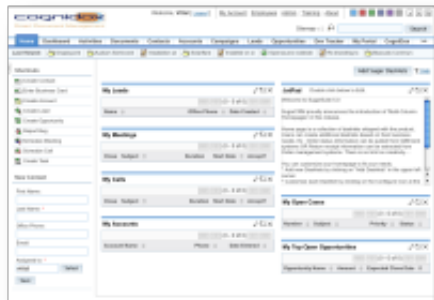
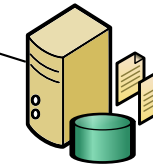


CogniDox



OTRS

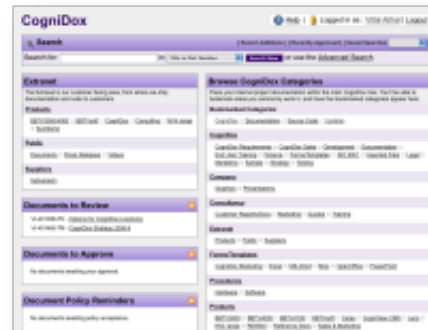
Joomla



We manage our customers and contacts through SugarCRM.

Customer details are automatically synchronised with CogniDox. Sales and Marketing know their contacts are up to date on the support web site.

<http://www.sugarcrm.com/>



Our CogniDox server manages documents and software releases for both our customer support website and our public website.

We license documents to customers who are managed in SugarCRM. CogniDox lets us track customer downloads and outstanding support issues.



Approved, publicly licensed documents are automatically uploaded to the public website and appear in the library.

Our CogniDox/Joomla extension means that we are always sure the latest content is available.

Using Joomla, we have access to a wide variety of 3rd party extensions to enhance our website.

<http://www.joomla.org/>