

VMware Socialcast Reach System Integration Service

AT A GLANCE

The VMware Reach System Integration Service provides customers with the information needed to embed Socialcast Reach into the key business applications that employees use every day. VMware will help identify compatible business systems, coach your team on requirements and key action items, and provide required JavaScript code and guidance on adding it to business systems.

Socialcast Reach adds a social layer to business applications, helping employees collaborate and communicate more effectively.

BENEFITS

- Accelerate your implementation of Socialcast Reach with the guidance and expertise of a VMware Consultant.
- Extend the reach of social networking into compatible business systems, improving efficiency, boosting sales and service, and fostering your global employee community.

VMware Consultants will help identify compatible systems, review system requirements, get your team up-to-speed on the 'how-to' of adding the required JavaScript code, and provide code needed for each identified system.

The VMware Socialcast Reach System Integration Service can help customers minimize the internal time and expertise required to install and configure Socialcast Reach, leveraging experts to ensure success.

Customer Profile

- Companies that want to incorporate collaboration with existing business tools to foster greater agility and drive greater business value.
- Companies without in-house expertise that would benefit from having seasoned VMware Consultants provide knowledge transfer throughout the Reach implementation process.
- Customers who are new to VMware Socialcast and are interested in accelerating the implementation of Socialcast Reach.

Overview

VMware Socialcast enterprise social software connects people to the knowledge, ideas, and resources they need to drive new levels of business performance. Reach is an extension of the Socialcast platform that will change the way your employees interact with information and each other.

VMware Socialcast Reach System Integration Service will help you quickly enable Reach using JavaScript code snippets, providing collaboration integration with compatible systems, such as:

- SharePoint
- CRM systems
- ERP systems
- HR business systems
- Wikis and blogs
- Project tracking systems
- Any HTML/JavaScript compatible business system

Deliverables

- Kick-off meeting to review information that will be required to ensure configuration meets Customer's needs and specifications
- JavaScript Code Snippets, ready for insertion into business systems by Customer

Topics Covered

- Engagement kick-off: Review project process, system settings/requirements, and information needed from Customer to create the JavaScript code snippets
- Identify business applications that are compatible with Reach Integration and review system requirements, needed changes, and process for inserting required JavaScript code snippets
- Hand-off: Provide JavaScript code snippets to Customer for insertion into business systems

Roles and Responsibilities

- VMware Consultant: Conducts launch meeting, solicits required information from Customer, and provides knowledge transfer on Reach Extensions and how to embed the required JavaScript code snippets
- Workshop Participants: Socialcast Administrator, Business System Administrator (to configure business systems), Desktop System Administrator (to validate and configure browser settings)

Scope and Pricing

- Up to 8 hours (one business day), delivered remotely
- VMware will provide required JavaScript code snippets and demonstrate how to insert into business systems (Placing into production is out of scope.)
- No limit on the number of required extensions.

VMware Socialcast Reach System Integration Services are delivered by a VMware Consultant.

Contact your local VMware representative for pricing.

PSO Credits are redeemable for this offering.

Requirements

Production license of VMware Socialcast and Socialcast community must have Reach Extensions enabled. See Reach Creation Wizard at: [https://\[Your_SubDomain\].socialcast.com/tenant_admin/reach_extensions](https://[Your_SubDomain].socialcast.com/tenant_admin/reach_extensions)

Internet access

Assigned Socialcast Community Administrator

Microsoft SharePoint Administrators must have ability to add webparts to standard libraries

Customer must have ability to insert HTML/JavaScript into business systems

Browsers must be configured properly, and JavaScript and Third-Party Cookies must be enabled

For maximum capability, add *socialcast.com domain to Trusted Sites and the list of sites authorized to open pop-up windows

Key Activities

Engagement Kickoff
Review system settings/requirements, identify business systems that are Reach Integration compatible, and provide list of action items
Knowledge transfer on the installation and configuration of Reach Integration extensions
Hand-off of JavaScript code snippets for identified business systems
Engagement Wrap-Up

Related Services

VMware Professional Services provides end-to-end services to help customers of all sizes and across all industries drive greater value from VMware Socialcast implementations. In addition to the VMware Reach System Integration Service, you may be interested in the following:

- VMware Socialcast Configuration and Integration Design - On Premises Service
- VMware Socialcast Configuration and Integration Design - Dedicated Cloud Service
- VMware Socialcast Single Sign-On Configuration Service
- VMware Socialcast Community Optimization Service
- VMware Socialcast Assigned Client Account Representative Service

For More Information

Visit www.vmware.com for more information about VMware software and services, or contact your local VMware representative.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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