

HOLISTIC HEALTH CHECK

For your Sitecore Website



Diagnose potential issues and identify improvements with an expert evaluation of your Sitecore-powered digital properties

According to the Pew Research Center, over 72% of Americans search for health information online—many of them seeking information about specific doctors and facilities. Given the importance of digital healthcare research, it's no wonder that many healthcare systems have positioned their websites at the core of their digital strategies. However, we find that many of these redesigns focus more on how the hospital is working to improve the patient experience and less on actually creating a positive digital experience for patients.

Hedgehog, a Sitecore certified solutions partner, has teamed up with Red Privet, a leading provider of user experience strategy and design for healthcare, to offer a comprehensive evaluation of your Sitecore-powered digital properties. By combining a qualitative customer experience review with a technical infrastructure assessment you can quickly identify and prioritize potential improvements and maximize your digital investment.

Contact Us Today

Contact us for a Holistic Health Check of your digital properties. Armed with an expert user experience review and a complete technical evaluation, you'll have everything you need to prescribe the best solution to give your digital properties a clean bill of health.

Why Perform a Holistic Health Check?

Get a quick, cost-effective gauge of your product's performance and user experience.

Identify barriers that prevent customers from achieving their goals.

Validate your product's navigation and organization.

Evaluate your Sitecore infrastructure and implementation.

Spot your capability gaps.

WHAT WE DO

Map key user tasks and scenarios

We start by listening and asking questions: What are the goals of the review? What concerns do you have? We gain a deep understanding of your key customers and identify the most common and/or highest-risk tasks users perform. From there, we create 4-8 representative contextual, overlapping tasks that serve to guide a “walk-through of the product.”

Provide an annotated visual guide to observed user experience issues

We'll provide you with a list of your observed customer experience design issues, prioritizing those that are currently obstacles to user task completion or achieving business objectives. You'll receive annotated screenshots that clearly explain the issues plus where they occur and actionable recommendations on how to address them.

Evaluate properties based on accepted user experience best practices and principles

A customer experience analyst will assess your product by playing the role of your key customer, stepping through your product and performing the most common and important tasks. The product will be evaluated against industry-accepted design best practices and conventions, Red Privet's 25 principles of customer experience design and the reviewer's expert-level experience.

Offer recommendations for future user experience improvements

After we've completed our review, we'll provide you with recommendations for additional product features or improvements that will further your business objectives.

TECHNICAL EVALUATION

Inventory your Sitecore deployment

The first thing we'll do is map out which IIS servers host your Content Management (CM) and/or Content Delivery (CD). The Sitecore database targets specified in the web/config file on each CM or CD server are mapped to their corresponding SQL databases hosted on each SQL server(s). This step gives insight into how each part of your deployment solution is strung together.

Visualize your Sitecore deployment

We'll provide you with a diagram of your entire Sitecore deployment, providing a better grasp on your site's structure and flow. This information will help you create more robust builds and detect potential problems in the future more easily and readily.

Examine Sitecore best practices

There are many factors that can hamper your site's performance. Our Sitecore specialists examine areas where performance issues can occur. These can be SQL server maintenance plans, OS event and system logs, IIS logs, Sitecore logs and Windows performance counters.

Provide recommendations for the future stability of your site

We'll provide you with the best way to insure your site's functionality for the future. Our recommendations come from years of experience and can help you avoid mistakes we've seen development teams fall victim to over the years.

Qualitative risk assessment

Based on our Sitecore best practices checklist, we can tell you where your site may be at risk and where your site is particularly strong. This will provide guidance on where to focus your organization's energy and resources, without worrying about overlooking other deployment areas.

“It was refreshing to see a company that wanted to see what they could improve, not what they could remake.”