



# DNN Developer Support

We offer Developer Support to organizations operating or building mission-critical web sites. Developer Support is provided as a consultative service that can accelerate the implementation of your DNN website or application. In other words, we provide the consulting and advice, while your team (or partner) handles the implementation. Developer Support can also be used to provide consultative advice to organizations developing new software extensions for Evoq™ Content or Evoq™ Content: Enterprise.

## A World-Class Support Team

Our Developer Support Team (DST) provides world-class technical developer support services. We are the creators and maintainers of DNN Platform (formerly known as “DotNetNuke Community Edition”), with more than six years of experience supporting developers and enterprise customers to meet their unique business requirements.

Our DST engineers are directly responsible for the ongoing development and integrity of DNN Platform, Evoq™ Content and Evoq™ Content: Enterprise. We can handle your development support needs related to the core framework, APIs or custom module development. We provide support worldwide, delivering timely, reliable service to ensure your success.

## Developer Support Details

Our Developer Support Services are available in ten-hour blocks for customers of Evoq™ Content or Evoq™ Social. We can customize our efforts to address your most pressing needs. Our team

specializes in high value consulting activities, such as design and architecture reviews, developer mentoring, and identification of best practices. Our services are provided remotely via phone and email.

### Typical service engagements include:



#### Developer Mentoring

We work with your development team to identify your requirements, develop strategies for achieving your goals and provide code and configuration examples to guide your team to a successful project.



#### “Phone an Expert” Support

Your development team can use their Developer Support hours to schedule calls with our team of experts. On these calls, you may ask questions or request guidance on specific technical challenges.



## Web Content Management (WCM) Strategy Consulting

A Web Content Management (WCM) project can be complex.

It may require decisions about how to model content, architect the deployment and delivery topologies, and understand how these elements fit into your web site design. Architecture guidance for your first project is often highly valuable and we can assist you in navigating these issues to develop an optimal design for your needs. Your organization can then utilize this design model to create your website or application using internal resources or one of our Certified Partners.

by your own technical staff or a DNN Certified Partner, with Developer Support serving as a complementary resource to support these efforts.

If you are not sure if our Developer Support Services are right for your organization, please contact our sales team to identify your requirements and assess the fit with your needs. If your needs are beyond the scope of the services we can provide, we will work with you to identify one or more appropriate DNN Certified Partners that may be a fit for your needs.

Our Developer Support Services are available in ten-hour blocks for customers of Evoq™ Content or Evoq™ Social.

## Contact Us for Questions

DNN Developer Support Services is a premium offering that can assist your organization if you require short-term assistance on configuration or development. The majority of your implementation will typically be performed

### ABOUT DNN

DNN provides a suite of solutions for creating rich, rewarding online experiences for customers, partners and employees. Our technology is the foundation for 800,000+ websites worldwide and our customers include True Value Hardware, Bose, Cornell University, Glacier Water, Dannon, Delphi, USAA, NASCAR, Northern Health and the City of Denver. In addition to our commercial solutions, DNN is the steward of the DotNetNuke Open Source Project.

**Get started with DNN Developer Support today - call us at (650) 288-3150 or visit [dnsoftware.com](http://dnsoftware.com).**