

Hannon Hill Corporation

800.407.3540 | www.hannonhill.com | info@hannonhill.com

Makers of the Award-Winning Cascade Server content management software

Hannon Hill Launches newly Overhauled Knowledge Base for Award-Winning CMS, Cascade Server

ATLANTA, GA - May 13, 2008 - Hannon Hill is pleased to announce the launch of its completely overhauled Cascade Server Knowledge Base, a valuable resource filled with brand new content, features, and upgrades for all users of Cascade Server, the company's flagship web content management system.

Client and end-user feedback regarding documentation led to Hannon Hill's initial effort to overhaul the Cascade Server Knowledge Base. After announcing the release of the [new Cascade Server Knowledge Base \(BETA\)](#) in April, Hannon Hill used the initial experiences of clients to further improve its content. As a result of their input, Hannon Hill team members from all departments spent months creating, editing, and organizing content for the all new Knowledge Base.

"Our customers provide the best insight into our product, Cascade Server, and the resources we provide them with in using it. Their feedback and our research has led us to realize how important it is for us to provide thorough and in-depth insight into our CMS for all users, and not only those with a technical background," notes Hannon Hill Marketing Director Morgan Griffith. "The new Cascade Server Knowledge Base takes every concept and features all information related to that concept on one single page, with each page sorted into 'learning levels' to ensure we provide documentation for users of all levels."

Topics in the new Knowledge Base are organized into three learning levels -- Digest, providing a brief overview of the item, Concept, giving a more in-depth explanation, and Technical, for advanced information, action steps, and resources. If users are unsure as to where to go to find what they're looking for, the addition of Google Custom Search functionality allows them to quickly and easily find exactly the information and resources they need. Both the [Glossary](#) and comprehensive [Site Index](#) serve as excellent entry points into the new Knowledge Base and its concepts; and screen-shots, demonstration videos, and documentation have all been updated to make the Knowledge Base more thorough and reflective of the latest version of Cascade Server. In addition to major content upgrades, the new Cascade Server Knowledge Base is more intuitive, with improvements like lists of related concepts, technical resources, and videos at the bottom of each concept page.

Also included are links on every page that allow users to easily and immediately submit feedback, which contributes to the continual improvement of the Knowledge Base, and enables Hannon Hill to more efficiently respond to the needs and concerns of customers. As Griffith notes, "We wanted to provide a link to give feedback on each and every page of our new Knowledge Base so users can express their compliments or

concerns without having to hunt to find a place to do so. Our overall goal is consistent with that of our company and product-- we're always aiming to provide customers with a voice, listen to their concerns, and take proactive steps in making their use of our CMS and its documentation as simple as possible."

Hannon Hill provides its customers and clients with the industry's finest and most attentive service and support. The all new Cascade Server Knowledge Base is a comprehensive reference for their award-winning web content management software, and it provides users of all experience and ability levels with a comprehensive, logical, informative, and easy-to-use resource.

About the Company

Hannon Hill creates web marketing solutions that give people and organizations the freedom to manage their Internet, Intranet, Extranet and Portal content with ease. Our primary software solution, Cascade Server, is ideal for organizations in industries such education, healthcare, technology, government, and publishing. Designed for any network environment, Cascade Server is as easy as e-mail and gives IT departments much needed deployment flexibility, a zero-footprint client and fast implementation. Since 2001, Hannon Hill solutions have been utilized and trusted by organizations including Duke University, Carnegie Mellon University, MCG Health Systems, PGP Corporation, Reed College and SCOREGolf magazine. For more information about Hannon Hill and all of our products, please visit www.HannonHill.com or contact us directly at 800-407-3540.

Press Release Contact: Morgan Griffith
Hannon Hill Corporation
info@hannonhill.com (678) 904-6900

Related Content: [Presenting the new Cascade Server Knowledge Base...](#)

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