

WAZEE DIGITAL CORE FREQUENTLY ASKED QUESTIONS

WHAT IS CORE?

Core is the only cloud-native asset management solution specifically designed to help rights holders better manage and monetize their video content. Core is used to capture and ingest large amounts of digital assets across a range of formats—from a studio shot segment and live event capture to massive amounts of user-generated content—with the ability to relicense and manage both long and short form content.

IS CORE THE RIGHT DAM / MAM FOR ME?

If you are a rights holder or content creator, it's likely that you have a need for all our products and services. And, you need control over your assets so you can better monetize and enrich your valuable content. With Wazee Digital, the complexities of managing your assets are actually quite simple.

Below are some of our most common use cases:

- Dynamic Cloud Asset Management
- Sales and Marketing
- Digital Syndication

IS CORE A SAAS OR ON-PREMISES PLATFORM?

Core is cloud-native, meaning that products and services powered by Core were purposefully built for use globally outside the firewall ensuring a secure Software as a Service (SaaS) platform. Wazee is pleased to be a partner with [Amazon Web Services](#) for our platform.

DOES CORE WORK WITH ANY OF THE OTHER WAZEE DIGITAL PRODUCT?

All Wazee Digital's products are powered by [Wazee Digital Core](#).

[Wazee Digital Commerce](#), the only licensing solution that offers a complete set of tools to acquire irresistible video assets, was built to maximize the value of content. Commerce is supported by our [content licensing services](#).

[Wazee Digital Media Hub](#) is the only system to capture live moments and make them immediately available for global highlights, publishing, and syndication. Digital Media Hub is supported by our [Live Event Services](#).

WHAT 3RD PARTY PRODUCTS DOES WAZEE DIGITAL CORE UTILIZE?

As a technology company Wazee utilizes the various products and services to bring the best product to market- we are pleased to work with companies and products such as Vantage, Rozhet, Telestream, JW Player, Synaptica, Media Shuttle, Aspera, and Akamai.

WHO ARE CORE'S MOST PROMINENT CLIENTS?

Some of the most notable clients using Core are: Charlie Rose, BBC Worldwide, National Geographic, Discovery Communications, America's Funniest Home Videos, HBO, BIG10 Network, PAC12 Network, USTA, USGA, Sony Pictures, FremantleMedia, NBC, Sky, and 21st Century Fox.

HOW MUCH DOES CORE COST?

Core is a SaaS product and is billed as a usage based product.

Do to the configurable nature of dynamic cloud asset management systems we do not publish a rate card, please contact us for further pricing information.

WHAT TYPE OF ANALYTICS DOES CORE OFFER?

Core includes a reporting component, there are also various analytics which can be obtained through Google Analytics. We work with our customers to ensure data is provided to make business decisions.

WHAT TYPE OF METADATA SERVICES DOES CORE PROVIDE?

Wazee Digital supports 3 levels of metadata- technical, descriptive and timeline. The metadata can be added to the asset through ingest, manually through the UI, or through software such as facial recognition, etc.

WHAT TYPE OF SEARCH CAPABILITIES DOES CORE HAVE?

Search is at the heart of what we do. Enabling users to find their content with as few keystrokes as possible is a priority. Core supports Boolean search strings as well as configurable filters and refined searches.

HOW DO I MONITOR MY WORK?

Core has many ways to monitor and ensure processes and workflow are operating smoothly. Monitoring can include setting up thresholds to automated reports and dashboards delivered on a recurring basis.

WHAT TYPE OF HELP IS AVAILABLE WITHIN THE SYSTEM?

Core has step by step online documentation available as well as knowledgeable support and account managers who are always happy to help answer questions.

HOW MANY CORE USERS MAY MY ORGANIZATION HAVE?

Core supports an unlimited number of users. We have a wide variety of clients from two users to global broadcasters with thousands.

WHAT IS THE ON-BOARDING PROCESS FOR CORE?

Learning a new software tool can be a daunting process. Wazee Digital partners with new and existing customers to ensure the on-boarding which including the ingest of content, delivery of content to end user training is. We like to ensure we understand our client's business needs as no two businesses are alike so be prepared to work with people who ask a lot of questions and listen.

WHAT ARE THE MINIMUM SYSTEM REQUIREMENTS?

Visit [this](#) page.

WHAT ARE THE OPERATING SYSTEM SUPPORTED BY CORE?

Visit [this](#) page.

WHAT INTERNET BROWSERS ARE COMPLIANT WITH CORE?

Visit [this](#) page.

HOW DOES DELIVERY WORK IN CORE?

Internal and external users with the correct permissions can download and access content. Content can be delivered through pre-configured workflows to 3rd parties, it can be published to social media from within Core, the list goes on and on.

HOW DO I GET IN TOUCH WITH SUPPORT?

Please email support@wazeedigital.com for 24/7 support

HOW DO I GET STARTED USING CORE?

Please [contact us](#) to get started

ADDITIONAL FAQ'S

Wazee Digital Company FAQ
Wazee Digital Commerce and Content Licensing Services FAQ
Wazee Digital Media Hub and Live Event Services FAQ