

# Introduction

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The ReadNow Platform affords Tenant Administrators extraordinary power and freedom to build bespoke applications that meet their precise requirements. At the heart of the Platform resides the Workflow Engine, which allows for the creation of ever increasingly complex Workflows, wide scale automation of processes and the manipulation of large volumes of data. While this level of freedom is where the power of the Platform shines through, it comes with a degree of responsibility and accountability that Tenant Administrators should be prepared to take ownership.

It is not possible to provide a simple Troubleshooting FAQ that lists common problems mapped to their solutions, as any given problem could manifest in a myriad of ways, and it all depends on how the application is designed and built.

The articles contained within this section are based on real life case studies whose purpose is to provide a framework and mindset to Tenant Administrators as to how they might investigate issues on their applications. They chronicle in detail the kinds of troubleshooting that is required and showcase how finding the root cause of issues are not black and white affairs.