

Information Management Software Services

Health Check Capability



Highlights

What is a Health Check?

A solution review for customers in production with MDM Server for PIM covering the following:

- *Functional, Technical & UI Concerns (Product & Solution level)*
- *Infrastructure & Performance*
- *Customer Pain Points*
- *Suggested Best Practices*
- *Overall Analysis & Recommendations*

Who needs it?

Any customer using MDM Server for PIM in production.

Why is a Health Check necessary?

Resolve issues, improve performance & adopt best practices. Let the experts guide you.

How long does it take?

Health Checks can range between 1 and 3 weeks depending on solution complexity.

Existing customers that want to ensure they are obtaining optimal performance of their solution environment. Over time many customers make changes and enhancements to their solutions, as well as increase data quantities which may in turn require tuning to maximize performance.

What IM Services has to offer

A prescriptive approach to evaluate a customer's PIM Solution Health that utilizes standard templates and a quantitative score. IM Software Services has a wealth of knowledge relating to PIM best practices and will advise the customer on any solution aspect that is lacking.

Typical Activities & Deliverables

- Coordinate Health Check activities with customers:
 - Organize workshops
 - Consult with Customer Business Users
 - Consult with Customer Technical Staff
- Understand how the solution is being used:
 - Review Customer Pain Points
 - Review Documents
 - Consult the implementation team
- Identify gaps and/or issues
 - Consult Customer Support on existing issues
- Propose potential solutions
 - Brief Services engagement
 - Upgrade to a newer version
 - Solutions Assets
 - Follow Best Practices
 - Etc.
- Deliverables:
 - Pain Points Checklist
 - HealthCheck Report

Value Proposition and Benefits

This is a brief engagement to help refine and improve deployed solutions. Customers can catch solution deficiencies before they become an issue. IM Services will also help customers leverage new or under utilized product features to extract the most value out of their implementations.

Next Steps

Contact your SWG Services Sales Rep to schedule your health check or view our website at: ibm.com/software/data/services/contacts.html