

System Health Check

Keep your systems running at peak efficiency and effectiveness with our System Health Check, designed by Progress Software Professional Services (PSPS). PSPS is uniquely trained and qualified to implement solutions designed to enhance your business and maximize your investment in Progress® technology. No one knows Progress better than Progress Software Professional Services.

BENEFITS

- Get a complete evaluation of the current performance of your application
- Pinpoint improvement opportunities
- Avoid costly surprises like performance degradation, bottlenecks and disaster situations
- Prolong the life of your current hardware

OFFERING INCLUDES

- Onsite consulting to obtain a precise measurement of your application and pinpoint improvement opportunities
- A written report detailing:
 - Server analysis
 - Environment analysis
 - Database condition
 - Disaster recovery readiness
- Progress Software Professional Services can implement the recommendations

In today's highly competitive environment, you need to gain any advantage you can to overcome your competition and manage your business to success. That advantage can come from superior products, expert industry knowledge, dedicated customer service, or efficient business operations. Making sure your operations are running to full efficiency starts with flawlessly running systems.

Examining your systems periodically to improve performance and spot future problems is crucial to keeping your business running well and positioned to handle growth. Progress understands this requirement and has developed a service offering designed to help you achieve your system health and growth needs.

The Progress Software System Health Check

Our System Health Check is a periodic assessment to determine the operating condition and current performance of your application. Progress consultants will perform four on-site analyses to ensure peak performance:

Server Analysis: examination and assessment of the utilization of the hardware configuration including the CPU(s), memory and disks.

Environment Analysis: a review of how well the Progress software environment is being utilized including its architecture, background processes, start-up parameters, application configuration and built-in functionality.

Database Condition: analyzes how well the database is designed and structured, and what the implications are for system performance.

Disaster Recovery: evaluation of the status and potential effectiveness of your disaster recovery plan, backup strategy and redundancy.

Project Scope

The system health check includes onsite consulting; the duration and pricing for this consulting is dependent upon the number of databases and sites involved. Projects involving several sites or larger databases will require more time than a single-site, single database system. All services will be delivered subject to a mutually executed service agreement and proposal.

After the completion of the onsite consulting, your Progress consultant will deliver a written report detailing the condition of and any recommendations for improvements in your:

- Server hardware
- Progress Software environment
- Database
- Disaster recovery plans

This report is provided in a standardized format so that you can compare with future health checks to identify changes and track improvement.

Progress Software Professional Services

Progress Software Professional Services offers strategic solutions to help you make the most of your technology investment and prepare you for the future. Whether you are looking to take your business to the web, gain operational efficiencies through better reporting and decision support, or enhance your technology environment to make it run faster and smoother, Progress Software Professional Services can help you get there. We offer a comprehensive collection of consulting, mentoring, and training programs tailored to address the issues you're facing right now, including:

Business Enhancement – Take your business to a new level by enhancing your existing Progress-based applications with valuable business solutions

eBusiness Migration & Optimization – Master advanced strategies and tactics for moving your applications to the web

System Enhancement – Examine, tune, supplement, and manage your systems for maximum performance

Globalization Empowerment – Open your doors and start doing business with anyone in the world with speed and confidence

User Training & Education – Improve productivity by ensuring that

everyone on your team is up-to-date on the latest Progress technology

If you're interested in maximizing performance, optimizing productivity and running efficiently, contact your local Progress Software sales executive today. Or, visit the Progress Software Professional Services web page at <http://www.progress.com/consulting/index.htm> for more information on these and other service offerings.

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