INTRODUCTION
Like high-performance automobiles and precision instruments, Progress software works best when your whole system is in top condition. You should examine your system periodically to improve performance and to spot future problems and opportunities. This is best done by the experts who build, document and provide training for Progress products and services and who have worked with customers in all kinds of situations. Accordingly, Progress now offers customers a Health Check Service.

HEALTH CHECK FEATURES
This service will focus on what the customer needs and determine the operating condition and current performance of the application, database, or server system after a set of four analyses:

1. **Server Analysis**: Examines and assesses the utilization of the hardware configuration including, for example, the CPU[s], memory and disks in relation to the usage of the Progress Software environment/application.

2. **Environment Analysis**: Reviews how well the Progress Software environment is being used to advantage, including its architecture, background processes, start-up parameters, application layouts and built-in functionality.

3. **Application Analysis**: Modern business applications include a layered architecture with distinct presentation, business logic and data access layers accordingly with Progress OpenEdge Reference Architecture (OERA) principles, recommendations and best practices.

4. **Database Condition**: Gauges how well or poorly the data is structured and segmented in the database and the implications for system performance.

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

HEALTH CHECK SCOPE
This work typically requires two days of Progress consultants’ time including a face-to-face meeting with our Progress expert. That assumes the work involves one site and one database of moderate complexity, travel to and from your site and report preparation. The service may require more time depending on the status of your application and operations.

The work is done by Progress Professional Services with active participation from you, if you wish.

HIGHLIGHTS:
End-users and independent software vendors of Progress databases are seeking to keep their businesses running well and to handle new growth. Progress Software Corporation is the leading provider of products and services to help them.
HEALTH CHECK OUTPUT

The output of this service includes:

- A detailed and specific report on the condition of and any recommendations for improvements in your:
  - Server hardware
  - Progress Software environment
  - Database
  - Disaster Recovery plans
  - Reduced risk of surprise problems in the near future
  - A standard report format you can compare with future health checks to identify changes.

BENEFITS

The Health Check Service provides the following benefits:

- Finds improvement opportunities by precisely measuring and evaluating current application performance
- Minimizes or eliminates costly surprises like performance degradation, bottlenecks and disaster preparation
- Prolongs the life of your current hardware
- Provides guidance on how your system is likely to perform in the future and the impact on your plans

For more information please visit: www.progresssoftware.com/consulting

All services will be delivered subject to a mutually executed proposal and statement of work. Progress Software Corporation may, from time to time, modify the service offering described in this data sheet.