

# Scheduled System Assessments

- Determine areas of concern and improvement
- Mitigate possibility of downtime
- Receive services executed by Syncade Advanced Service Engineers



*Scheduled System Assessments provide awareness of the current state of your system so that you can address any areas that need improvement.*

## Introduction

Performance issues can be a hassle! Eating up time and cost for your business. Scheduling annual system assessments offers you a preventive solution for the overall stability, sustainability, performance, and usage of your system. This service alleviates any unnecessary worry by increasing longevity and providing peak performance of your system.

An annual Syncade Scheduled System Assessment provides a proactive review of your system to determine any areas that are of concern or need improvement. Emerson engineers will perform an annual evaluation of the current state of the Syncade system and provide analysis based on resource utilization on the application and database servers.

## Benefits

**Determine areas of concern and improvement:** Scheduled System Assessments provide a proactive maintenance practice which will identify any possible bottlenecks or problems that could arise. With this service, your system will receive preventive assessments effectively stopping potential problems before they occur.

**Mitigate possibility of downtime:** Performing the preventive work minimizes the potential for problems before they occur giving your plant increased efficiency. In addition, reducing the possibility of incurring a shutdown which requires unplanned time to troubleshoot and fix the problems, saves your plant time and money.

**Receive services executed by Syncade Advanced Service Engineers:** Trained professionals are available on-site or remotely and will provide expert analysis of your system. Our engineers are expertly trained to perform the Scheduled System Assessment while maintaining Emerson's high-quality standards.

## Service Description

Emerson’s trained Advanced Service Engineers will work with your site’s designated contact person. Our engineers will conduct interviews in advance with the site and if possible, end users, to identify the potential areas of concern for additional monitoring/review.

A final report of the assessment summarizing the findings will be distributed to provide observations and recommendations.

In general, Emerson Advanced Service Engineers will perform the Scheduled System Assessment based on four categories:

- Customer Environment Overview
- System Configuration Review
- System Review
- SQL Configuration

The service includes:

### Customer Environment Overview:

- Review scope of work
- Review customer concerns/recurring issues
- Verify Syncade system is fully installed and running
- Review system architecture
- Assess licensing
- Assess health of system

### System Configuration:

- Review of Syncade configuration
- Other configuration areas as appropriate
- Review of Windows/IIS/COM+ configuration

### System Review:

- Review of Application/SQL/RA/Report Server Hardware
- Review of Windows/Syncade/IIS/SQL error logs
- Review of Antivirus configuration (if possible/applicable)
- Review of Syncade Workflow (WF) Autoinstruction Performance (if possible/applicable)
- Monitoring of hardware load during Syncade operations

### SQL Configuration:

- Monitoring of SQL transactions during Syncade operations
- Review of SQL Database Maintenance plans

### Deliverables of Scheduled System Assessment Include:

- Syncade System Assessment Report
- Follow up meeting for report review Q&A

## Basic and Comprehensive levels of support are available for Syncade Scheduled System Assessment:

### Electronic Document Management (eDMS) System:

	Basic	Comprehensive
Syncade System Assessment	✓	✓
Meetings and coordination with assessment report review	✓	✓
Up to 25 hours of Advanced Services Consultancy		✓

### Electronic Batch Records (eBR) System:

	Basic	Comprehensive
Syncade System Assessment	✓	✓
Meetings and coordination with assessment report review	✓	✓
Up to 50 hours of Advanced Services Consultancy		✓

## Ordering Information

Description	Model Number
eBR Syncade Scheduled System Assessment - Basic	DF1801
eBR Syncade Scheduled System Assessment - Comprehensive	DF1802
eDMS Syncade Scheduled System Assessment - Basic	DF1803
eDMS Syncade Scheduled System Assessment - Comprehensive	DF1804

## Clarifications

- This service will be provided remotely or on-site. The customer must pay travel and expenses for onsite services.
- Customer must provide full Syncade access to the Advanced Services engineer executing the assessment.
- The review of custom code, webparts, or other items developed to support a customer’s specific implementation of Syncade, are not included as part of the scope of the service.
- The aim of the basic offering is only to review and perform an analysis of the Syncade systems and provide recommendations. The scope of the basic offering does not include any effort to fix any existing issues.
- Scheduling of this service will need to be coordinated ahead of time with Advanced Services. This work will be scheduled depending upon resource availability. Contact your Account Lead for more information.
- Priority scheduling will be given to remote requests.

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