

Health Check Serena Dimensions RM

QP-HS1-08

Overview:

This service provides a Health Check of your running Serena Dimensions RM solution and is performed with high quality standards by our QualityPark experts.

After an initial assessment by telephone one of our experts will start the onsite analysis of environment, settings, performance and overall solution functionality.

The documentation of this analysis gives an overview of the solution usage and performance as well as prioritized recommendations for improvements.

Benefits:

This standardized approach is based on structured checklists, analysing tools and the broad experience of our experts and guarantees high quality results and maximum product functionality and performance.

As a preferred partner QualityPark is in direct and intense contact with Serena Product Development and Support to increase Service levels for our customers.

Services:

All services will be provided according to approved QualityPark-Methods. This offer includes the following services:

Preparation	Initial assessment by telephone
On-Site Health Check	Check environmental setup and operational context: <ul style="list-style-type: none"> • Hardware / Operating System • Database setup • Web Server / Web Client configuration • Network topology Dimensions RM installation check <ul style="list-style-type: none"> • Completeness check • Release and Customization compatibility RM usage, process implementation & data balance Response time analysis (Login, Create, Save, Edit, Query, Quick Search) Solution Capacity analysis
Documentation	Documentation of current RM system and behaviour Recommendations

Prerequisites:

For a successful Health Check of Serena Dimensions RM the following premises should be assured by the customer:

- Availability of system administrator during initial assessment (approx. 30 min)
- Valid license and support contract for Serena Dimensions RM
- Co-operation with RM system administrator during on-site Health Check
- Access to system, database and Dimensions RM
- Documentation of system and network topology (if applicable)

This service is not a substitute for standard support services provided by Serena.

Pricing information:

QualityPark performs this service at a fixed price of **1.965 €**

Expenses for travel and accommodation are not included in the service rate and will be charged on cost base.

Prices are exclusive tax.

Services are subject to the general terms and conditions of QualityPark.