

Service Information

Health Check Dimensions RM

Overview

This service provides a Health Check of your running Dimensions RM solution and the QualityPark experts perform it with highly quality standards.

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 bases on structured checklists, analyzing tools moreover, the broad experience of our experts and guarantees high quality results and maximum product functionality and performance.

Services

All services provides 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 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 behavior Recommendations

Service Information

Health Check Dimensions RM

For a successful Health Check of Dimensions RM the customer should assure the following premises:

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

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

Pricing information

QualityPark performs this service at a fixed price of EUR 1.965.

Expenses for travel and accommodation are not included in the service rate.

All prices are listed excluding tax.

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

QualityPark GmbH
Einsteinufer 63a
10587 Berlin

Tel: +49 30 398 01 96 – 0
Fax: +49 30 398 75 53 – 5