

Enterprise Health Check



HUMAN HEALTH • ENVIRONMENTAL HEALTH

What is Health Check

- Why are we offering this Service?
 - Some organizations do not have the expertise or time to maintain E-Notebook Enterprise & ChemBioOffice Enterprise, which is a highly configured three tier system. Historically, these organizations end up contacting Support because they are having unexpected issues due to a lack of maintenance to the system. PerkinElmer are offering a Health Check Service to prevent these issues from arising in the first place, which will save our customers time and money.
- What it is
 - For E-Notebook Enterprise & ChemBioOffice Enterprise
 - PerkinElmer staff to review health of E-Notebook Enterprise & ChemBioOffice Enterprise
 - DB Inspector report
 - Standard Network Check
 - Application Server Application & Event logs
 - End User (client) Performance metrics data
 - Review System changes (configuration, workflow, infrastructure, other updates i.e Windows, Oracle) since the installation or last Health Check
 - Activities are
 - Provide tools, instructions and assistance for use by the customer
 - Review data collected by the customer to verify system health
 - Provide a report with recommendations for improvements that will maintain and possibly improve system health and performance
- Who is it for
 - Organizations too small or too busy to monitor systems
 - Organizations lacking adequate IT staff to monitor systems
 - Organizations with little/no PerkinElmer software maintenance knowledge

Service Structure

- Structure
 - Fixed Price based on estimated effort
 - Sold as a subscription, renewable
 - Separate Support Service add-on for Bronze Support customers, no SOW needed
- Timing
 - One time health check provided
 - Semiannual recommended

How it Works

- Customer Actions
 - Gathers data using the tools provided by PerkinElmer (PerkinElmer to assist as needed)
 - Data sent to Support via normal Support channels – web file transfer
 - Implement recommendations
- PerkinElmer Actions
 - Provide tools (DB Inspector, metrics worksheet) to gather metrics data
 - Review data and provide recommendation report
 - Internal escalation for serious problems





Note: PerkinElmer offers separate services to execute recommendations in the final report for customers that do not have the ability execute the action items listed.