

ECM Health Check Services



Overview

- Comprehensive portfolio of health check services that can be tailored to meet your specific needs.
- Expert recommendations and proven methodology/tools to help identify operational issues and increase overall system performance.
- Services designed to help you increase throughput, reduce response times, meet and validate current and projected growth, and identify existing system bottlenecks or capacity limits.

Performance optimization, capacity planning, and system deployment

As Enterprise Content Management (ECM) solutions grow larger and more complex, system performance, growth plan validation, and inefficient operational processes are increasingly important issues. Poor system performance can have a dramatic impact on your business operations. Slow response and long wait times result in poor productivity and frustrated users. Incorrect planning for system changes lead to additional unnecessary expenses affecting interdepartmental service levels as well as customer service.

IBM® Software Services for Enterprise Content Management can help your organization maximize the value of your ECM investment by identifying the causes of poor system performance, common or recurring problems, and recommending the appropriate changes to increase the overall health of your IBM ECM system.

A typical end-to-end Health Check service may include any combination of the following suite of services:

- Performance Optimization
- Capacity Planning
- System Deployment Review

With unsurpassed ECM experience, our team is uniquely suited to deliver performance optimization, capacity planning, and system deployment review solutions. Our proven processes and monitoring tools have been developed and perfected over years of successfully analyzing and fine-tuning the health of IBM ECM production installations of all sizes and configurations. These same processes can also be used to perform tuning and analysis during load/scalability testing prior to your production rollout — allowing you to stress test your new system and application to identify and correct any performance-related problems prior to actual production.



Performance Optimization

Performance Optimization services provide you with expert recommendations to solve your performance issues utilizing tools and methodologies that apply to all available ECM platforms.

A performance baseline is created using information captured from your production environment. Tuning recommendations are made for your implementation. After changes have been made, a second analysis is performed and improvements are documented, often exceeding our original estimates. Performance Optimization studies are conducted via remote access connection and conference calls.

Capacity Planning

Capacity Planning is an extension to the performance analysis offering. It is designed to help you model upcoming changes in your environment in order to more accurately plan and budget for capital expenditures.

Using data from your current production system, we will work with you to model how your planned changes will look to ensure you have the resources needed to support your business as it evolves. Capacity Planning studies are also conducted via remote access connection and conference calls.

System Deployment Review

The System Deployment Review provides a review of the ECM system configuration to ensure alignment with IBM's deployment best practices while maintaining your specific IT requirements. This service typically includes a review of the server setup and system design, the existing IBM product environment and configuration, and the software release levels/fixes available for ECM as well as prerequisite products.

This effort may also review operations practices including backup strategy, current application process/workflow, potential upgrade or modifications and other recommendations based on best practices. System Deployment Reviews may be conducted on-site or via remote access connection and conference calls.

For more information

To learn more about these offerings or any of our services, please contact your ECM Service Sales Representative or visit our website at ibm.com/software/ecm/services.



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