![bradmark technologies logo]

Bradmark Professional Services Surveillance HealthCheck

Why Consider A Services Program

Many customers requested that our technical experts come on-site to ensure they are receiving the full value of their investment in a timely manner.

Services ensure proper adoption of the technology based on best practices and are suitable for new as well as established implementations.

As development of product features increase; not all DBAs have the time to informally familiarize themselves or have the latest training to recognize areas to which the new features are best suited.

Data repository usage has expanded past the reporting server days, and some of the more complex routing mechanisms require some expertise to get it performing as expected.

Bradmark customers can achieve the best results possible from their Surveillance investment with the help of our Professional Services organization. As specialists in IT infrastructure management solutions, we offer consulting services delivered by a worldwide team of experts to get your environment up and running quickly and working more efficiently — whether your business is conducted inside the office or on the road.

Bradmark's Professional Services enables clients to select components, which are most valuable to them from a standard list and configure a prepackaged engagement consisting of training, validation, migration, implementation, knowledge transfer and project planning services offered by the Professional Services staff of Bradmark Technologies or Bradmark's certified third party service agents.

Our **HeathCheck** program begins with the assessment of the architecture, configuration and operating environment of the Surveillance deployments to achieve a high performing implementation based on best practices. This program is an interactive engagement with a Bradmark expert geared toward reducing common risks encountered during the deployment of your project. Typically five days long, this engagement is designed to help customers realize the long-term benefits associated with performing proactive resource utilization assessments customized for their Surveillance environment

Primary Objectives

- Improve the efficiency and effectiveness of database tools through implementation of best practices
- Improve or validate the stability of the database environment in which Surveillance has been deployed
- To introduce and assess the client's ability to use the features available in the latest releases of Surveillance
- Align Surveillance with the current operating environment

Surveillance HealthCheck
Service Engagement

Description	Assess the architecture, configuration and operating environment of the Surveillance deployment to achieve a high performing implementation based on best practices.
Version	Any version
Duration	3-5 days
Deliverables	Knowledge transfer, Quick Start Report
Assumptions	• The Consultant has needed access to the systems • Duration is based on installation of number of systems being reviewed and must be defined as part of engagement • Any additional specific application requirements will be addressed separately

Task	Description	Target Schedule
Prior To Start	Customer to provide the following: • Pre-engagement meeting/call to gather information (Scoping Questionnaire) • Access to the systems • Sysadmin/DBA for activity coordination	
Preparation	Review of environment and verification that systems are ready for assessment	Day 1
Review Systems	Perform assessment of current Surveillance environment	Day 1 - 2 or 4
Evaluation	Review and analysis of findings	Day 2 or 4
Knowledge Transfer	Ongoing throughout tasks	Day 1 - 3 or 5
HeathCheck Report	Documentation on the findings and proposed implementation plan	Day 3 or 5

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About Bradmark

For over 20 years, Bradmark Technologies, Inc. has provided data management solutions to help companies manage their data, increase system reliability and drive down IT costs.

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