Bradmark Professional Services Surveillance QuickStart

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 Profressional Services organization. As specialist 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 **QuickStart** program begins with product-related consulting engagements to assist you with the installation and configuration of Surveillance products. This program is an interactive engagement with a Bradmark expert geared toward reducing common risks encountered during the deployment of your project. Typically three days long, this engagement requires only a modest investment to get you started immediately and up to speed quickly.

Primary Objectives

- Improve the efficiency and effectiveness of database tools through implementation of best practices to be used in the client's environment while using Surveillance

- Improve or validate the stability of the database environment in which Surveillance has been deployed

- To introduce and asses the client's ability to use the features available in the latest releases of Surveillance

- Align Surveillance with the current operating environment

Surveillance Quick Start
Service Engagement

Description	New Installation: Scoping, implementing, training, knowledge transfer for new installation of Surveillance
Version	Latest version
Duration	3 days
Deliverables	Installation, Knowledge transfer, Quick Start Report
Assumptions	• All hardware is in place for the environment before the Consultant is on-site • Duration is based on installation of 3-10 systems, 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: • Hardware • User account information and required database setup (List will be provided to client) • Monitoring requirements • Sysadmin/DBA for activity coordination	
Preparation	Review of environment and verification that systems are ready for installation	Day 1
Installation	Installation of Surveillance	Day 1 - 2
Configuration and Deployment	Configuration and deployment of monitoring settings	Day 2 - 3
Knowledge Transfer	Ongoing throughout tasks	Day 1 - 3
Quick Start Report	Documentation on the environment and Surveillance installation	Day 3

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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