

EVALUATE YOUR INVESTMENT WITH ASG TECHNOLOGIES

ASG-Cypress Site Assessment (Health Check)

MAKE THE MOST OF CYPRESS

The ASG-Cypress Site Assessment is a recommended, proactive procedure to evaluate overall document output management performance. This Health Check provides a detailed assessment of system use, performance, and capabilities that may be dormant or under-utilized for your ASG-Cypress implementation. The end result is a comprehensive Site Assessment Report with recommendations on how to keep your ASG-Cypress system reliable and efficient for the long term.

MAXIMIZE YOUR SOFTWARE

The ASG-Cypress Site Assessment follows a thorough, step-by-step process to capture and review all aspects of your document output management delivery environment and related configurations. The primary goal of this program is to reduce unplanned downtime, maximize system performance and throughput, and identify under-utilized ASG-Cypress functionality.

The Health Check begins by ensuring that ASG-Cypress configurations are properly established to perform reliably and efficiently. Next, one of ASG's knowledgeable Enterprise Solution Engineers (ESE) will collect information on your existing document output management infrastructure—which may include details regarding applications, network, client and server hardware, support and maintenance models, and ASG-Cypress DocuVault® statistics. The ESE will then perform numerous validations of your ASG-Cypress configuration to confirm that it properly supports your document output and delivery goals.

The final step is the creation of a comprehensive ASG-Cypress Site Assessment Report to provide detailed guidance and recommendations for:

- Critical and highly-recommended software updates
- End-user and administrator training
- System configuration and setup
- Comprehensive backup procedures
- Disaster recovery planning
- ASG-Cypress DocuVault partitioning
- System security and monitoring
- Database growth

Most importantly, if there are recommended system changes, we will review those with you and identify adjustments or upgrades that should be implemented.

If issues are discovered that require significant architectural or configuration changes, you will have the option of using ASG's Professional Services consultants to implement changes. The ASG-Cypress Site Assessment Report can then serve as the foundation for a formal Statement of Work.

BENEFITS

- Detailed review of backup and recovery processes
- Improved leverage of existing investment in ASG-Cypress
- Increased Return on Investment (ROI)
- Identification of new features to address current / future business requirements

TESTIMONIALS

“ I wish we had done this much sooner. ”

“ That was surprisingly valuable. ”

“ The site assessment report was perfect! ”

LASTING VALUE FOR YOUR ENTERPRISE

Customer feedback to Site Assessments is highly positive. Most customers benefit from a detailed review of backup and recovery processes, usually finding ways of tuning or enhancing that process. Many customers learn new ways to use their existing investment in ASG-Cypress, increasing overall Return on Investment, or learn of new features that meet current and future business requirements. At a minimum, customers gain confidence that the ASG-Cypress software is being managed consistently and in accordance with best practices.

EXAMPLE: ASG-CYPRESS SITE ASSESSMENT (HEALTH CHECK) REVIEW

The process starts with Overview Meetings in which the Site Assessment Methodology is reviewed, Focus Departments and personnel for the Site Assessment are identified, and Deliverables are discussed. Further discussions regarding the organization's overall direction and strategy are conducted, as are reviews of the usage of ASG-Cypress within the organization.

BUSINESS REVIEW

Focus Department

- Overview of business work / process of the department
- Overview of the business function(s) addressed by ASG-Cypress
- Discussion of historical issues and successes for the
- Department (non-specific to ASG-Cypress)
- Identification of benefits and successes related to
- ASG-Cypress
- Isolation of current problems, issues and challenges with ASG-Cypress
- Review of short-term departmental goals
- Discussion of future objectives
- Brief demonstration of ASG-Cypress for Department employees (optional)

Additional Departments - can be added as necessary

REPORT REVIEW

Debriefing Session

Meeting (WebEx) with key stakeholders to review the results of the Site Assessment and discuss the findings as presented in the Site Assessment Report.

TECHNICAL REVIEW

Technical Staff

- Current environment (software, platforms, versions, integration, etc.)
- Overview of current features / functionality of ASG-Cypress
- Discussion: architecture (whiteboard)
- Review of storage / partitioning strategy
- Assessment of current Service Level Agreements – Archive and Retrieval
- Identification of benefits and successes related to ASG-Cypress
- Isolation of current problems, issues and challenges with ASG-Cypress
- Discussion of future objectives
- Installation of utility to collect application metrics and environment statistics
- Identification, review and address open issues
- Review of recommended alternatives and solutions to current issues
- Discussion regarding “best practices”

PHASE	PHASE 1 OVERVIEW MEETING	PHASE 2 ANALYSIS: BUSINESS REVIEW, TECHNICAL REVIEW	PHASE 3 ANALYSIS, REPORT CREATION	PHASE 4 REPORT REVIEW / DEBRIEFING
DURATION	2 hours	1.5 - 2 days	1 - 2 days	1 - 2 hours
LOCATION / METHOD	Conference Call	Onsite (recommended)	ASG	Conference Call / Webex
PARTICIPANTS	ASG Field Account Executive ASG-Cypress Enterprise Solution Engineers Customer's Cypress Administrator Customer's Cypress Business Stakeholders	ASG Field Account Executive ASG-Cypress Enterprise Solution Engineers Customer's Cypress Administrator Customer's Business / Technical Stakeholders	ASG-Cypress Enterprise Solution Engineers	ASG Field Account Executive ASG-Cypress Enterprise Solution Engineers Customer's Cypress Administrator Business / Technical Stakeholders

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