

EVALUATE YOUR INVESTMENT WITH ASG TECHNOLOGIES

Mobius Operational Analysis

MAKE THE MOST OF MOBIUS

The Mobius Operational Analysis process from ASG Technologies is a recommended, proactive procedure to evaluate your overall content solution performance. The Health Check provides a detailed assessment of system use, performance, and capabilities that may be dormant or underutilized for your Mobius implementation. The end result is a comprehensive Operational Analysis with recommendations on how to keep your Mobius system reliable and efficient for the long term.

MAXIMIZE YOUR SOFTWARE

The Mobius Operational Analysis follows a thorough, step-by-step process to capture and review all aspects of your enterprise content management environment and related configurations. The primary goal of this program is to reduce unplanned downtime, maximize system performance and throughput, and identify underutilized Mobius capabilities.

Prior to an onsite visit, the customer will be provided with utilities / queries to run against the existing Mobius Repository. These utilities / queries produce numerous reports which will be reviewed by the ASG Enterprise Solutions Engineer (ESE) and also provided to the customer as part of the Operational Analysis document.

During an onsite visit, the ESE will meet with the customer's technical users (and business users when applicable) to discuss the detailed results provided by the initial analysis. Depending on the customer's implementation, the meeting may encompass the following topics:

- Discussion of directories where exception and unmatched reports are sent
- Review of the security model currently in use (e.g., Active Directory)
- Review of report creation
- Discussion of policies used during report ingestion
- Overview of Topic Index usage
- Recommendations regarding upgrades to currently-supported versions; this may include a discussion of ASG-generated Support Matrix documents
- Suggested implementation of ASG-Mobius technology owned but not utilized and recommended usage of other ASG-Mobius solutions
- Discussion of how ASG-Mobius technology will assist in achieving near-term business and technology objectives

BENEFITS

- Detailed review of your entire Mobius implementation
- Improved leverage of existing investment in Mobius
- Increased Return of 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 Operational Analysis Report was perfect!"

The final step in the Operational Analysis is the creation of a comprehensive Operational Analysis document to record the discussion and results of the onsite meeting. In addition to addressing all of the discussion topics noted above, the document contains the full output of the following reports generated by the initial query process:

- Database Statistics
- Reports Listing
- Topics Listing
- Recipients with Global Report Access
- Recipients with Global Topic Access

Audit reports may include:

- Usage Detail by Report ID
- Usage Detail by Recipient ID
- Total Accesses by Recipient ID

As noted, 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 Mobius Operational Analysis document can then serve as the foundation for a formal Statement of Work.

LASTING VALUE FOR YOUR ENTERPRISE

Customer feedback to Operational Analyses is highly positive. Most customers benefit from a detailed review of their environment, usually finding ways of tuning or enhancing their implementation. Many customers learn new ways to use their existing investment in Mobius, 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 Mobius software is being managed consistently and in accordance with best practices. It is common for ASG to receive comments such as "I wish we had done this much sooner," and "that was surprisingly valuable." The Operational Analysis can be a powerful tool to help you maximize your investment in Mobius.

EXAMPLE: MOBIUS ASSESSMENT (HEALTH CHECK) REVIEW

Preliminary Meeting

- Overview of ASG Operational Analysis Methodology
- Delivery of utilities / queries to be run prior to an onsite visit
- Question / Answer session

Preliminary Analysis / Meeting Preparation

- Review of information provided by customer
- Preparation for onsite meeting

Onsite Meeting

- Overview of departmental tasks and responsibilities
- Examination of types of content accessed via Mobius (e.g., invoices, sales reports, financial information, etc.)
- Assessment of features typically used for searching and exporting
- Review of current environment (software, platforms, versions, integration, etc.)
 - Recommendations regarding upgrades to currently-supported versions
 - Review of report creation, security, policies used during report ingestion, Topic Index usage
- Discussion of future objectives (e.g., cost reduction, increased efficiencies, improved customer service)
- Analysis of future goals related to software and technology
- Suggested implementation of Mobius technology owned but not utilized and recommended usage of other Mobius solutions

FINAL ANALYSIS / REPORT CREATION (OPTIONAL)

- Compilation of all information derived from reports and queries
- Documentation of the discussion and results of the onsite meeting
- Delivery of the Operational Analysis document to the customer

REPORT REVIEW / DEBRIEFING (OPTIONAL)

- Debriefing Session: Meeting (WebEx) with key stakeholders to review the Operational Analysis Report

PHASE	PHASE 1 PRELIMINARY MEETING / QUERY DELIVERY	PHASE 2 PRELIMINARY ANALYSIS / MEETING PREPARATION	PHASE 3 ONSITE MEETING: TECHNICAL REVIEW / BUSINESS REVIEW	PHASE 4 FINAL ANALYSIS, REPORT CREATION	PHASE 5 REPORT REVIEW / DEBRIEFING (OPTIONAL)
Duration	1 - 2 hours	0.5 - 1 day	1 day	1 - 2 day	1 - 2 hours
Location / Method	Conference Call	ASG	Onsite (recommended)	ASG	WebEx
Participants	ASG's Mobius Enterprise Solution Engineer Customer's Mobius Administrator(s)	ASG's Mobius Enterprise Solution Engineer	ASG Field Account Executive ASG's Mobius Enterprise Solution Engineer Customer's Mobius Administrator(s) Customer's Technical / Business Stakeholders	ASG's Mobius Enterprise Solution Engineer	ASG Field Account Executive ASG's Mobius Enterprise Solution Engineer Customer's Mobius Administrator(s) Customer's Technical / Business Stakeholders

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