

DATASHEET

Rocket® Service Packages for MultiValue Partners

Accelerate Customer Success

Product Benefits

- Make your customer self-sufficient quickly and improve customer retention
- Get assistance from the technical experts who built the MV platforms, including senior MV DBAs
- Migrate or re-host customer data painlessly
- Exploit MV's capabilities and add-on products (analytics, reporting, mobile, ALM) fully

Rocket service packages can help you deploy, optimize, tune, and extend your customers' MultiValue (MV) applications, while increasing your revenues and improving your margins. Service packages take the time and risk out of securing the right set of services for your customers, because our packages are based on proven deliverables across thousands of successful customer engagements.

Our MV staff are experts in bringing MV applications to production quickly. Whether you want a comprehensive health check post-deployment, customer self-sufficiency in deploying essentials such as external data access and automated data encryption, or best practices for ensuring scalable performance, we'll work with you to make your customer successful. And, if you have a need that doesn't fit into a service package, we'll be glad to provide a custom quote for your project.



PACKAGE	DELIVERABLES
HealthCheck (Express)	A post-deployment system review that includes recommendations for system tuning and performance enhancements, sent via email. Service does not include implementation , which can be added as an additional service. Includes new employee training, as well as a refresher for veterans.
HeathCheck (Comprehensive)	A thorough post-deployment system review that includes recommendations for system tuning and performance enhancements. We will present our findings and recommendations, as well as provide a written report that details items reviewed, findings, and the reasoning behind our recommendations. Includes new employee training, as well as a refresher for veterans. May be paired with the HealthCheck (Extension) package within one year.
HealthCheck (Extension)	An add-on to the HealthCheck (Comprehensive) package covering implementation of recommendations from the HealthCheck. It is particularly useful for customers who have minimal or inexperienced MV staff in-house. Implementation must be completed within on year of the original HealthCheck.
Rocket® U2 Replication Implementation	Implementation planning and execution for 1 Publisher and 1 Subscriber, configured to replace the entire database. Not for report servers or non-1-to-1 configurations.
EDA Jump Start	Implementation of EDA for 1–3 sample files and mentoring of your customer’s staff. Your customer can then complete the implementation in-house or extend the project for more help.
EDA Jump Start with U2 Replication for Report Server	In a test environment, you’ll get a report server created by replicating only the files needed for reporting, implementation of EDA for 1–3 sample files, and mentoring of your customer’s staff. Following this phase, the customer can complete the implementation in-house or extend the project for more assistance. Please note, this project does not replicate the entire database, and therefore does not configure replication for failover or High Availability.
Audit Logging Jump Start	Planning assistance, activation of Audit Logging for sample files, and mentoring of your customer’s staff. The customer can complete the implementation in-house or extend the project for more help.
ADE Jump Start	Planning assistance, activation of ADE for sample files, and mentoring of your customer’s staff. Then, the customer can complete the implementation in-house or extend the project for more help.
Rocket® U2 DataGen	DataGen is a tool that generates a robust and representative dataset that you can use to anonymize and/or grow your customer’s existing dataset for testing. DataGen is only available as part of a services engagement, and your customer owns the tool at the end of the project. Up to 40 hours are included for implementation and training.



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Load Performance Tool	Load Performance Tool lets you model the optimal load by realistically simulating large numbers of users accessing your customer's system simultaneously. The tool is only available as part of a services engagement, and your customer owns the tool at the end of the project. Up to 40 hours are included for implementation and training.
MV Upgrade Assistance	A senior Rocket MV DBA will assist with upgrading your MV data server, providing expert recommendations and best-practice guidance. Includes planning assistance, configuration recommendations, and go-live assistance.
MV Re-Hosting (to the same OS)	A Rocket team member will provide expert assistance with moving your MV data server to new hardware with the same operating system, including transfers to a virtual environment or cloud service (OS update included if needed). Includes upgrading the MV database if applicable. Hardware upgrades and OS configuration are not included, but Rocket staff can provide recommendations.
MV Re-Hosting (to a different OS)	A Rocket team member will provide expert assistance with moving your MV data server to new hardware and new operating system, including transfers to a virtual environment or cloud service. Upgrading the MV DB, if needed, is recommended and included. Includes upgrading the MV database if applicable. Hardware upgrades and OS configuration are not included, but Rocket staff can provide recommendations.



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