

DATASHEET

# Rocket® Service Packages for MultiValue Platform

## Get More Value From Your MultiValue Application Platform

### Product Benefits

- Learn from the experts who develop and maintain the MV platforms, including senior MV DBAs
- Become self-sufficient and innovative with MV quickly
- Get started fast with painless migration or re-hosting of your data
- Fully exploit MV's capabilities and add-on products (analytics, reporting, mobile, ALM) fully

Rocket service packages can help you deploy, optimize, tune, extend, and run your MultiValue (MV) platform efficiently, so you can innovate and deliver business value faster. Our service packages eliminate the time and risk of coordinating the individual tasks meant to achieve your business objectives. Rocket service packages were modeled after thousands of successful customer engagements and are backed by the proven success of our deliverables.

Our MV staff are experts in bringing MV applications to production quickly. Whether you need a comprehensive health check post-deployment, hands-on advice in deploying essentials such as external data access and automated data encryption, or best practices for ensuring scalable performance, Rocket can help. 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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