

Report2Web Health Check Service

Maximizing the benefits.

Maximizing the benefits and ensuring optimum efficiency

Report2Web manages important, business-critical information within your organization. As a result you have come to rely on the stability, performance and functionality of your Report2Web environment. Furthermore you've made a significant investment in implementing the solution and want to ensure that you receive the maximum possible return on this investment and greatest benefit from using it.

Periodically checking the health of the Report2Web installation in your environment, even if there are no perceivable day to day operational problems, helps to ensure that your system delivers optimum performance and maximum benefits with minimal administration.

Perhaps you are using an older version of Report2Web in which some of the tasks you are looking to do were not yet implemented and an upgrade to a current version of Report2Web could now provide a more sophisticated, yet easy-to-maintain solution. Maybe your company has invested in new applications which produce output not yet targeted for distribution and archiving by Report2Web but could benefit from its capabilities. Over time, it's likely you have had staff changes and may be concerned about where the product expertise lies across the organization and how to ensure that you are minimizing other software application costs by leveraging the functionality you already own.

For these reasons and more, Redwood Software Professional Services has developed the Report2Web Health Check Service to provide you with a cost-effective analysis of your current Report2Web environment and advice on how your organization can best utilize Report2Web now and in the future.



Health Check Service Deliverables

The Report2Web Health Check Service delivers a complete report detailing the current status of your solution environment. The Standard Health Check Report contains the following elements:

- Summary of the current Report2Web environment
- Suggested improvements that can be made to optimize your Report2Web implementation
- Advice on Report2Web upgrade procedures (including identification of any upgrade dependencies)
- Suggested organizational decisions that might improve the Report2Web implementation (e.g. training requirements, clear definition of administration role, etc.)
- Assessment and resolution of any outstanding issues that have been raised with Redwood Support

Health Check Service Methodology

The Report2Web Health Check Service consists of several steps and deliverables as detailed below:

Preliminary Consultation

The Health Check starts with an information gathering exercise, typically by telephone/conference call. The intent of this call is to set clear goals and expectations for the on-site Health Check. Your designated professional services consultant will:

- Provide additional clarification on how the Health Check is conducted
- Obtain a rough overview of your current Report2Web landscape
- Identify any specific reasons you have for requesting the Health Check
- Identify any outstanding support tickets regarding your environment
- Define project contacts and

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Making web-based report distribution a reality.

technical staff needed to successfully perform the Health Check service

Technical Assessment of Current Environment

In this step the Report2Web configuration is analyzed in detail. Any errors or potential areas for improvement in the current configuration are documented. Areas covered include:

- Software review (Report2Web version, OS, service packs, IIS configuration, database)
- Current failover, backup and disaster recovery procedures
- Catalog Builder schedules
- Catalog settings
- Report publication procedures and burst profiles
- Archive volumes
- Security configuration and folder setup



Uncover Hidden ROI Potential

This step identifies areas where your existing investment in Report2Web can be leveraged to further benefit your organization. By identifying where the functionality you've already invested in with Report2Web can be expanded, our goal is to help you minimize the software, hardware and administrative costs typically associated with the introduction of new applications and initiatives within the organization. Advice on where and how to extend the use of Report2Web within your current implementation will be provided.

Feedback and Reporting

In this final step all information is collated and the final report produced. The results of the Health Check are organized and presented to you as a comprehensive report detailing your current environment, recommended configuration modifications, identified problems and their resolutions and overall move-forward steps. When required the primary consultant performing the Health Check will involve colleagues or Redwood management when finalizing the report to ensure that it represents the best knowledge available, not just of the consultant in charge but also of the team behind him or her.

Health Check Duration

Our standard Health Check Service is a four day professional services engagement: three days on-site to analyze your environment and one day to prepare the analysis and recommendations report. Naturally, if there are specific concerns you have or there are a variety of 'non-standard' health check activities you would like us to investigate, adjustments to the length of the Health Check Service can be made, ensuring that your needs are addressed. In order to maximize our time on-site, it is imperative that appropriate technical staff and project sponsors are made available at various times during the investigation.



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