Rocket

DATASHEET

Rocket MultiValue HealthCheck

Maximize Performance of Your Rocket MultiValue Systems

- Customize expert analysis and support

- Get recommendations for improved performance, modernization, and growth

- Add options to implement and maintain optimized systems year round

Whether you want to fine-tune application performance, modernize your operations, analyze a new environment after moving to a new host or operating system, or expand your business, a HealthCheck from Rocket MultiValue (MV) Professional Services can provide the critical information you need to get the most from your Rocket® MV (Rocket® UniVerse, Rocket® UniData, Rocket® D3) products. Our expert consultants know how to isolate and remediate issues to get optimal system performance and help put an effective plan in place for optimization or growth.

What to Expect

Your HealthCheck project kicks off with an Expectations and Logistics call to understand your goals, requirements, logistics, and team participation. Our experts will gather information and analyze your system, focusing on areas that will most effectively improve overall server performance and stability.

Comprehensive and Extensive HealthChecks also include a Findings and Recommendations Report tailored to your requirements, giving you the opportunity to ask questions and discuss next steps. You can implement our recommendations yourself, or choose to engage a Rocket MV Consultant to assist you in a follow-up project.

Depending on your needs, your HealthCheck can be performed on site or remotely. Our experts will come to your location if that's most convenient for you. Or have us handle the HealthCheck remotely, so you can save travel expenses and your review can begin more quickly. Either way, we can help you maximize the value of your Rocket MV investment.

Customize expert analysis and support

Comprehensive HealthCheck
Our most popular engagement, and the one we recommend to most customers, includes an Expectations and Logistics Call to clarify your unique requirements, followed by three days of expert analysis of your server. We devote two additional days to preparing a detailed Findings and Recommendations Report that we review with your team. To maximize the effectiveness of your HealthCheck, the report provides a roadmap for optimizing your data server.

Extensive HealthCheck
This extends the HealthCheck to provide support with more complex performance and modernization goals, based on your needs.

Express HealthCheck
An Express HealthCheck includes an Expectations and Logistics Call, information gathering and analysis, and a summary of recommendations in an email. (It does not include a full Findings and Recommendations Report or team review.)

Get recommendations for improved performance, modernization, and growth

The Findings and Recommendations Report is an important component of your HealthCheck. Written remotely at the end of the engagement, the report explains the items reviewed, issues discovered, corrective actions required, and recommendations to improve system performance and support modernization. Once you've had time to read through the report, our experts will review it with you and your staff during a scheduled conference call. This is an opportunity to clarify the findings and get answers to your questions.

Add options to implement and maintain optimized systems year round

You can also choose to add these support services to your HealthCheck project:

In-House Staff Mentoring
The HealthCheck is an ideal opportunity for your in-house staff to learn from our DBA Advisor. We can add time for mentoring and work with you a few hours each day while reviewing your server, spreading the analysis over additional days.

Additional Support Hours
If you know you will want assistance implementing our recommendations, we can include additional hours to support that effort. You will only be invoiced for actual hours worked, so you can be confident that you will only pay for the support you need.

Preventive Care and 24x7 DBA Support
Many HealthCheck customers want added support to maintain their optimized systems throughout the year. We can help you select the preventative care that best fits your needs.

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