

SERVICE OVERVIEW

Health Check Service

Identify potential problems in system configuration and solution use



Identify potential failures or system weak points before an outage occurs



Receive a full report with enhancement recommendations



Maximize the value of OpenText solutions



Increase the potential for User Adoption

It is vital that organizations have the necessary skills to maximize the impact of Information Management (IM) and meet business objectives. Many organizations need additional skills and resources to accelerate and streamline their digital business journey and achieve the highest ROI possible.

This service identifies potential problems in the configuration and use of the OpenText solution. OpenText will check the solution's architecture, installation, configuration database and implementation performance. This will be summarized in a written report that provides an overview of the checks performed with recommendations for improvement. If the Health Check Service is conducted on a regular basis, the customer will be able to monitor and assess the effects of recommended changes on system performance, stability and usage/growth over time.

OpenText will assess the system for potential failures or weak points. A report will be provided that summarizes recommendations for improvements or changes to establish a more optimally configured system.

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Outcomes

An OpenText Technical Consultant will review the IM system(s) either onsite or remotely, and conduct the checks, which include:

- Review of the basic product architecture/installation/configuration
- Review of data integrity and data consistency
- Review of the search grid and other main IM software components and supporting subcomponents
- Detailed performance review based on analysis of generated log files
- Review of the installation security (e.g. OS-level permission configurations)
- General review of database “health”

Result

A Health Check report will be provided based on the results of the OpenText analysis. The report summarizes:

- The checks conducted
- The results of the checks conducted
- An analysis of the checks conducted
- A set of recommended improvements/changes that will deliver a more optimally configured system

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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