

System Health Check

What Is a System Health Check?

Critically important to getting the most out of a service optimization investment is running the applications in a technologically appropriate environment. Architecture, hardware and server configurations are just a few of the factors that can have a significant impact on the performance and stability of your service optimization solution.

If you have ever experienced slow performance from your optimization system due to improper configuration of your database, you are aware of the problem and how crippling it can become.

ClickSoftware's technology experts recognize the challenges that service organizations face in maintaining their systems to maximize service optimization performance. By closely assessing and accurately diagnosing system issues, ClickSoftware helps information technologists within a service organization to better maintain service optimization implementations in the long run. As a result of periodic health checks, service organizations will ensure that their optimization solutions are able to perform at the highest levels possible.



System Health Check



Following the technical analysis, ClickSoftware consultants conduct user interviews to better understand technical usage patterns of the system. For example, consultants look to understand how exceptions are handled, what domains are used for loading data into the ClickSchedule client, etc.

Once analysis has been completed, ClickSoftware delivers and presents a report of its findings, as well as recommended actions to mitigate any system issues uncovered.

Benefits of a System Health Check

Improved system performance through

- **Identifying** performance bottlenecks and proposing solutions
- **Reviewing** hardware sizing after changes to the business to ensure that current hardware sizing is still valid

Improved system stability through

- **Identifying** incorrect use of the system
- **Reviewing** logs and data load on the system in search of potential stability issues

ClickSoftware's Consulting Services

The System Health Check is a part of ClickSoftware's Consulting Services. The Consulting Services are designed to help companies successfully and profitably service more customers per day, increasing effectiveness and efficiency through both technology and improved processes. Other Consulting Services include:

- Service Performance Benchmark
- Schedule Optimization Tuning
- Geographical Coverage Analysis
- Service Operation Review
- ClickSoftware University

For more information e-mail: services@clicksoftware.com

How Does a System Health Check Work?

ClickSoftware's System Health Check is a two-staged process. The first stage is a two-day, on-site evaluation of all aspects of a company's system that are relevant to the technical behavior of the system. ClickSoftware experts examine

- System architecture
- Hardware and software environments
- Settings and configuration of servers
- Database server settings and database configuration
- Relevant logs, including integration and event logs
- User profiles
- Load balancing
- Virtual operating systems
- Load time
- Response time
- Other relevant factors

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