

Health Check Service

Identify potential problems in system configuration and solution use



Benefits

- 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

To maximize the impact of information management and meet business objectives, many organizations need additional skills and resources. With a Health Check Service, you can understand what is needed to accelerate and streamline your digital business journey while achieving the highest ROI possible.

This service identifies potential problems in the configuration and use of OpenText solutions so they can be corrected. OpenText will check the solution’s architecture, installation, configuration database, and implementation performance for potential failures or weak points. Our experts will then provide a written report containing an overview of the checks performed with recommendations for improvement.

If the Health Check Service is conducted on a regular basis, your organization will be able to monitor and assess the effects of recommended changes on system performance, stability, and usage/growth over time. Implementing recommended enhancements and maximizing the value of the solution can also help to increase user adoption.

Services

[Optimize Assist Service Overview](#) ›

[Optimize Assist Service Catalog](#) ›

[Managed Services](#) ›

[User Adoption](#) ›

Resources

Contact us

profservices@opentext.com ›

Reduce risk with the experts

OpenText Professional Services offers the largest pool of OpenText information management product- and solution-certified experts in the world. They bring market-leading knowledge and innovative creativity from field experience spanning more than 25 years and 40,000 engagements.

As the product vendor, OpenText delivers as one team. Professional Services has unparalleled access to Customer Support and Product Engineering experts, including strong relationships with experts and management in those organizations. Everyone shares accountability for both a customer's success and their satisfaction with OpenText products and deployed solutions.

Outcomes

An OpenText Technical Consultant will review the information management system(s) either on site or remotely, and conduct checks, including:

- Review of the basic product architecture/installation/configuration.
- Review of data integrity and data consistency.
- Review of the search grid and other main information management 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.
- An analysis of the checks.
- A set of recommended improvements/changes that will deliver a more optimally configured system.