



IBM Information Management Software Services

IBM ECM Health Check Services - *Performance Optimization, Capacity Planning, and System Deployment*

Overview

As Enterprise Content Management (ECM) solutions grow larger and more complex, system performance, growth plan validation, and inefficient operational processes are increasingly important issues. Poor system performance can have a dramatic impact on your business operations. Slow response and long wait times result in poor productivity and frustrated users. Incorrect planning for system changes lead to additional unnecessary expenses-affecting interdepartmental service levels as well as customer service.

IBM Information Management (IM) Lab Services can help your organization maximize the value of your ECM investment by identifying the causes of poor system performance, common or recurring problems, and recommending the appropriate changes to increase the overall health of your IBM ECM system.

IM Lab Services ECM Health Check Services may include a combination of services to meet your specific system health-related needs. These services can identify the causes of existing system bottlenecks or even identify the capacity limits of your current hardware/software configuration prior to realizing a production bottle neck. Whether or not your system has health related issues, Lab Services' Health Check offering can recommend the appropriate changes to increase overall system performance getting you the most value and the best performance from your system every day. Lab Services Health Check experts use proven methodologies that have been perfected by analyzing and fine-tuning hundreds of IBM ECM production systems of all sizes and configurations.

A typical end-to-end Health Check service may include any combination of the following suite of services:

- Performance Optimization
- Capacity Planning
- System Deployment Review

Depending upon your needs, IBM will tailor a service that will meet your specific goals.

Tangible Benefits

Lab Services Health Check methodology and tools help maximize your return on investment,

resulting in tangible benefits that enable you to:

- Increase throughput and response times for greater system productivity
- Plan for and maintain system performance at expected productivity levels
- Meet and validate your current and projected growth, as well as system architecture enhancement needs
- Assure continued return on your investment with optimal system performance
- Build a roadmap for upgrades and ensuring your system stays on current releases
- Identify operational issues
- Review PMR history for trend analysis

With unsurpassed IBM IM experience, Lab Services is uniquely suited to deliver performance optimization, capacity planning and system deployment review solutions. We conduct these for clients worldwide with systems serving dozens to thousands of business users. Our proven processes and monitoring tools have been developed and perfected over years of successfully analyzing and fine-tuning the health of production IBM ECM installations. These same processes can also be used to perform tuning and analysis during



load/scalability testing prior to your production rollout — allowing you to stress test your new system and application to identify and correct any performance-related problems prior to actual production.

Available Services

IM Lab Services offers a portfolio of Health Check Services including:

Performance Optimization –

provides you with expert recommendations to solve your performance issues utilizing tools and methodologies that apply to all available ECM platforms. A performance baseline is created utilizing information captured from your production environment. Tuning recommendations are provided to you for implementation. After changes have been made, a second analysis is performed and improvements are documented, often exceeding our original estimates. Performance Optimization studies are conducted via remote access connection and conference calls.

Capacity Planning – as an extension to the performance analysis offering, this service helps you model upcoming changes in your environment in order to more accurately plan and budget for capital expenditures. Using data from your current production system, we will work with you to model how your planned changes will look to ensure you have the resources needed to support your

business as it evolves. Capacity Planning studies are also conducted via remote access connection and conference calls.

System Deployment Review –

provides a review of the ECM system configuration to ensure alignment with IBM's deployment best practices while maintaining your specific IT requirements. This service typically includes a review of the server set-up and system design, the existing IBM product environment and configuration, and the software release levels/fixes available for ECM as well as prerequisite products. In addition, this effort may also review operations practices including backup strategy, current application process/workflow, potential upgrade or modifications and other recommendations based on best practices. System Deployment Reviews may be conducted on-site or via remote access connection and conference calls.

Contact

For more information regarding this offering or any of our Services, please contact your Information Management Sales Representative or visit our website at ibm.com/software/data/services

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