

# Progressive Diagnostics

Expert analysis and guidance ensure your solution is equipped to perform

## Capacity and Scaling Consulting

OnBase is a scalable ECM solution designed to grow with changing workloads in an enterprise. When to scale is a question many customers face. It's not simple to ascertain, and unnecessary resources are costly; but insufficient resources are as well.

In this service, our engineers work with technology and business units to compile and combine resource utilization data with other workload context to determine current state, scaling need and to identify potential future resource limitations.

### Key Deliverables

- Recommendations specific to resource consumption and scaling components out or up
- New database workload estimation
- Architecture considerations to address geography of a solution

### Ideal For....

- Organizations expecting growth in solution workload
- Organizations considering new architecture for OnBase

### Risk of Doing Nothing

- Future performance problems caused by solution overload
- Resource contention creating application errors
- Failure to have necessary resources in place when needed

## Performance Consulting

OnBase solutions depend on layers of technology including infrastructure, database, and OnBase configuration. This service level has several offerings, and guides you with the specific actions required to maintain a high performing, healthy solution.

Performance Assessment and Tuning engagements provide a snapshot of resource utilization and often inform maintenance plans. Broader scale engagements provide specific guidance for current & future performance improvements.

### Key Deliverables

- Solution-specific settings to improve performance and stability
- List of settings not in keeping with current standards, and areas of limited computing resources
- Review of database maintenance

### Ideal For....

- Organizations that see different performance results across clients
- Those requiring solution-specific performance recommendations
- Organizations needing to validate understanding of solution health

### Risk of Doing Nothing

- Less than ideal performance
- Users are less productive due to solution lag
- Inability to achieve necessary process throughput

## High Availability and Disaster Recovery Consulting

This service provides organizations with the information necessary to design highly available (HA) solutions, and disaster recovery (DR) methods. Consultants evaluate enterprise architecture, including OnBase, to determine the best methodology for HA/DR while leveraging existing capabilities.

We then provide guidance for implementation based on the organization's stated goals of uptime, recovery point and recovery time.

### Key Deliverables

- Enterprise-specific HA/DR study
- Business continuance strategies for all OnBase components
- Reduced recovery time strategies
- Virtualization/replication plans

### Ideal For....

- Organizations looking to develop a DR strategy/plan
- Those who need assistance in matching business requirements with appropriate technologies
- Teams with limited resources

### Risk of Doing Nothing

- Data loss
- Down time
- Financial and/or regulatory penalties

Tuning for performance in all layers of infrastructure that contribute to an ECM implementation extends not only the performance and capacity capabilities, but the life of system components including hardware and database instances.

“Our task is to understand what the customer needs... what are their objectives and goals? We are going to provide recommendations that clearly articulate the current state, options for moving forward, and how those different options influence performance.”

– Jim Dimmick, Senior Infrastructure Consultant

### Five Optimal Times to Engage Enterprise Infrastructure Consulting

1. At the onset of implementing your solution; provides validation that the methods you are incorporating sufficiently equip your enterprise for performance, including High Availability, Disaster Recovery and general functionality for current and future capacity requirements
2. When you are about to embark on expanding your existing implementation in terms of scale and/or functionality
3. A conversion effort from another system to OnBase is scheduled or underway, and potentially will impact OnBase load
4. You are experiencing performance issues that Technical Support has determined are not a result of OnBase configuration or software components
5. Every other year for the purpose of a solution health check or prior to upgrades

#### EXPEDIENT STEPS FOR PERFORMANCE IMPROVEMENT

