

ENSURE YOUR SOLUTION IS EQUIPPED TO PERFORM

Simple, strategic assessments for well-performing solutions

As your information management solutions mature, evolve and expand with business needs, performance challenges in your solutions can occur from different areas, including infrastructure, database and Hyland solution configuration.

- Organizations are increasingly looking to Hyland infrastructure consultants for guidance in optimizing information management solutions that have grown organically over many years, or solutions that were inherited through acquisition.
- Customers also often engage our infrastructure consultants before implementation, following go-live and when planning for disaster recovery (DR) or high availability (HA).

These assessment services require minimal time on your end and guide you with the specific actions required to maintain high performing, healthy solutions.

YOUR CHALLENGES

- You need to meet stringent performance requirements with a high-volume solution.
- Ensuring optimal performance and usability for solutions that have been in place for five, 10 or even 15 years.
- You are expecting growth in solution workload or need to understand the health of your solution and its scalability.
- You need to develop a DR strategy/plan or a HA solution.

YOUR RESULTS

- Well performing, high volume solutions.
- A true utilization snapshot that informs optimization and expansion strategies, and maintenance plans.
- Expert technical insights into proven methodologies for optimally configuring and expanding best-in-class solutions.
- Tactical plan for DR and HA solutions.

BENEFITS AND FEATURES

Depending on your needs, the service engagement results in a checklist of configuration recommendations to optimize your solutions, database and underlying infrastructure. Benefits include:

- Ensure optimal solution performance and best practices methods for database maintenance.
- Identify and resolve computing resource limitations.
- Identify opportunities for automation, integration and replacement of outdated configurations with best-in-class and easily maintainable options.
- Increase user satisfaction, productivity and happiness with high-performance systems.
- Reduce risk with expertly tailored disaster recovery plans and highly available solutions.

Infrastructure and performance assessments enable you to strategically expand your delivery of content services solutions, and continually optimize and enhance the footprint of your data management capabilities.

The Hyland logo is displayed within a square graphic that has a vertical gradient from green at the top to blue at the bottom. The word "Hyland" is written in a white, sans-serif font, centered within the square.

“I can say without equivocation that we will be able to improve both the integrity and performance of our system just based on the discovery process. I am already reviewing items that were highlighted in the past 3 days. I can only imagine what advances we can make once the analysis is complete and presented to us. Mark me impressed with the team and that is hard to do.”

Customer comment from recent assessment

SERVICE OFFERINGS

You can easily assess how to get the most out of your Hyland solutions and existing technology investments by leveraging Global Services infrastructure and performance experts.

Tuning for optimal performance in all layers of infrastructure that contribute to a content services implementation extends not only the performance of your solutions, but the life of system components as well, including hardware and database instances.

Performance Consulting

This service is ideal when you are seeing different performance results across clients, or are looking to validate solution health. It is also useful if you are looking for solution-specific performance recommendations. Key deliverables include:

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

Capacity and Scaling Consulting

In this service, our engineers work with technology and business units to compile and combine resource utilization data with other workload context.

We then determine current state, scaling need and identify potential future resource limitations. Key deliverables include:

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

High Availability and Disaster Recovery Consulting

This service provides your organization with the information necessary to design HA solutions, and DR plans and methods.

Consultants evaluate enterprise architecture, including Hyland platform solutions, 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 include:

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

Recommendations that help you meet your goals

No matter where you are in your journey, or how expansive the reach of your solutions, we'll ensure your diverse technology platform is well-positioned for secure, ongoing, optimal performance of your evolving content services solutions.

Learn more at [Hyland.com/Services](https://www.hyland.com/Services)

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