



Enterprise Health Check



What is Health Check

• Why are we offering this Service?

- Some organizations do not have the expertise or time to maintain E-Notebook Enterprise & ChemBioOffice Enterprise, which is a highly configured three tier system. Historically, these organizations end up contacting Support because they are having unexpected issues due to a lack of maintenance to the system. Revvity is offering a Health Check Service to prevent these issues from arising in the first place, which will save our customers time and money.

• What it is

- For E-Notebook Enterprise & ChemBioOffice Enterprise
- Revvity Signals staff to review health of E-Notebook Enterprise & ChemBioOffice Enterprise
 - DB Inspector report
 - Standard Network Check
 - Application Server Application & Event logs
 - End User (client) Performance metrics data
 - Review System changes (configuration, workflow, infrastructure, other updates i.e Windows, Oracle) since the installation or last Health Check
- Activities are
 - Provide tools, instructions and assistance for use by the customer
 - Review data collected by the customer to verify system health
 - Provide a report with recommendations for improvements that will maintain and possibly improve system health and performance

• Who is it for

- Organizations too small or too busy to monitor systems
- Organizations lacking adequate IT staff to monitor systems
- Organizations with little/no Revvity Signals software maintenance knowledge

What is Health Check

• Structure

- Fixed Price based on estimated effort
- Sold as a subscription, renewable
- Separate Support Service add-on for Standard Support customers, no SOW needed

• Timing

- One time health check provided
- Semiannual recommended



How it Works

• Customer Actions

- Gathers data using the tools provided by Revvity Signals (Revvity Signals to assist as needed)
- Data sent to Support via normal Support channels - web file transfer
- Implement recommendations

• Revvity Signals Actions

- Provide tools (DB Inspector, metrics worksheet) to gather metrics data
- Review data and provide recommendation report
- Internal escalation for serious problems





Note:

Revvity Signals offers separate services to execute recommendations in the final report for customers that do not have the ability execute the action items listed.