



Service Sheet 3 Healthcheck



Many organisations invest in discovery tools but later do not have the resource to manage them effectively, alternatively the projects they were originally purchased for get sidelined and the tool falls out of effective management. No matter what the reason, SAM Practice offer a Healthcheck service for discovery toolsets. This includes the provision of a product specialist to investigate and amend solutions to reinstate the value of the original investment made. Within this service is the element of skills transfer to ensure the internal administrators are better equipped to manage the solution on an ongoing basis. The service can be taken advantage of in many ways, from a one-off check, to a quarterly managed service. The Healthcheck also leads on very well to SAM Practice training services.

Benefits

- Specialist consultants
- Peace of mind on management of toolsets
- Professional advice on.
- Asset optimisation

Stages

1. Kick-off meeting
2. Control centre review
3. Management set-up
4. Scheduling overview
5. Client roll-out
6. Review outstanding issues (unregistered devices)
7. Deployment
8. Review discovery of network devices
9. Manual check to ensure accuracy
10. Primary Healthcheck report
11. Onsite/Web delivery of final Healthcheck report.

Deliverables

- Onsite kick-off meeting
- Skills transfer
- Primary Healthcheck report
- Final Healthcheck report delivery.