

ELITE ENTERPRISE HEALTH SYSTEM CHECK SERVICES

MAINTAINING YOUR SYSTEM FOR PEAK PERFORMANCE



Running your Elite Enterprise system for years without tending to its health can take a toll on its performance and effectiveness. You may experience a decrease in reliability as a result of an inflexible and misaligned system. Over time, system performance can take a hit due to a multitude of factors including data fragmentation/invalidity or SQL maintenance job failures. Performing regular checks on your system's health can eliminate these problems and maintain your system at its peak performance.

Elite Client Services is dedicated to providing you with the tools you need to maximize your investment in your Elite solutions. As part of our commitment, we are now pleased to offer Enterprise Health System Checks, a new service designed to optimize your system.

Health System Checks consist of key areas that are checked and monitored on a regular basis. Areas include the environment and proactive monitoring, SQL Server

maintenance, application server maintenance and change management. Enlisting the Elite Client Services team to do regular checks in these areas will improve performance, reduce risk, save costs and extend the life of your Elite Enterprise system.

ELITE CLIENT SERVICES TEAM HIGHLIGHTS

- **Proven track record** – successful implementation of more than 800 systems
- **International experience** – implementations in more than 35 countries
- **Product knowledge** – unmatched Elite product expertise and access to Elite technical resources
- **Extensive professional services market expertise** – members of the team include legal experts, CPAs, MBAs, PMPs and other professional services specialists

MORE THAN 60 YEARS OF PROVEN CONSULTING LEADERSHIP AND CLIENT SUCCESS

Our team of talented advisors is comprised of MBAs, CPAs, former firm CFOs and executive directors and offers decades of experience working with some of the largest professional services firms in the world. We utilize a variety of methods consistent with the Balanced Scorecard system, Six Sigma and those outlined in the American Institute of Certified Public Accountants' Practice Aid Series.

RECOMMENDED REGULAR HEALTH SYSTEM CHECKS

Environment and Proactive Monitoring

- Review your current system configuration (e.g., database, application, WebView servers, document operating system, versions, hardware specification)
- Review your ACU (Active Concurrent User) count and compare it with your system configuration
- Revisit the product system requirements to see if a hardware upgrade is necessary
- Check CPU, memory, physical disk and network interface

SQL Server Maintenance

- Review server setup for RAM configuration
- Check for standard SQL maintenance jobs (e.g., index rebuilds)
- Check for Elite-specific maintenance jobs (e.g., clearing reports and temporary tables)
- Verify and test procedures for database and transaction log backups
- Compare the actual database against the default schema, check for missing/incorrect columns and indices
- Monitor database growth to anticipate future hardware needs

Application Server Maintenance

- Check that all required scheduled tasks are in place and are the latest versions. Check for duplications with SQL jobs.
- Determine what process is in place for restarting Elite services and recycling log files
- Review disk space and RAM allocation

Change Management

- Approve and document any change to a production system before it is made
- Ensure you know the back-out plan in the event of a problem
- Document all Elite and third-party hot fixes that are applied to the system
- Ensure you know where your compile environment resides and that it's correctly configured

CONSULT THE EXPERTS

Elite has a dedicated team of financial and practice management experts that focus on helping professional services firms improve business processes, identify efficiency gains, recognize strategic opportunities and implement automated solutions that match their unique vision and business objectives. The combination of Elite's proven software and professional services industry expertise and world-class consulting services enables the implementation of best practices solutions across the firm.

For more information on Elite Client Services and System Health Checks, call **323-642-5200** or visit elite.com.

