

CLIENT SERVICES

Technical Services

ENTERPRISE HEALTH SYSTEM CHECK SERVICES MAINTAINING YOUR SYSTEM FOR PEAK PERFORMANCE



Running your 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.

Thomson Reuters Elite Client Services is dedicated to providing you with the tools you need to maximize your investment in your Enterprise solution. 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 Thomson Reuters Elite Services Team to do regular checks in these areas will improve performance, reduce risk, save costs, and extend the life of your Enterprise system.

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 Enterprise product expertise and access to Enterprise technical resources
- **Extensive professional services market expertise** – members of the team include legal experts, CPAs, MBAs, PMPs, and other professional services specialists

With Enterprise Health System Check Services you can move ahead to a more profitable future knowing that you are working with one of the world's leaders in providing professional services firms with the most innovative of business solutions. With more than 60 years of experience, Thomson Reuters Elite has the proven expertise to make it happen for you.

AN INNOVATIVE AND GLOBAL LEADER

Thomson Reuters Elite offers a complete enterprise business management solution to run all operational aspects of your firm, including business development, risk management, client and matter management, and financial management. Using our integrated suite of offerings enables you to increase visibility and streamline workflow, ultimately improving profitability and exceeding your clients' expectations.



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 Enterprise-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 Enterprise 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 Enterprise 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

YOUR PARTNER FOR SUCCESS

Thomson Reuters Elite offers an end-to-end enterprise business management solution that allows law firms and professional services organizations to run all operational aspects of their firms, including business development, risk management, client and matter management, and financial management. As an industry leader for organizations across the globe, we understand the business and financial aspects of firm operations, and we have the tools to streamline processes, improve efficiencies, and provide the flexibility you need to change and grow your business.

To learn more about Enterprise Health System Check Services or for a global list of office locations, visit elite.com.

