

WOW! Platinum Support



Application Health Check Service

“An Ounce of Prevention is Worth a Pound of Cure.” — Benjamin Franklin

At Gensym we believe that a little preventative effort today can go a long way towards avoiding issues tomorrow. It is with that in mind that Gensym Platinum support includes an annual service to check the health of your application built on G2. By allowing us to review and analyze your solution deployment, you'll gain peace of mind AND greater insight into how to maximize your IT investment.

With our Application Health Check Service, our product experts review and analyze your G2 application and make recommendations to help you ensure that your application is ready to meet your stakeholder's high expectations for performance and availability.

Application Health Check: 4 Stage Framework:

- 1. Review** — Review your G2 application code with specific concentration on configuration for finding and isolating key issues and areas for improvement
- 2. Test** — Test in order to understand system behavior, bottlenecks and performance of your G2 application under different load conditions to identify areas of potential issues
- 3. Profile** — Profile the relevant segments of your G2 application code to identify and understand the potential factors of the underlying areas of concern
- 4. Recommend** — Recommend corrective actions that could be taken in order to address areas of concern with a context of best practices identified across Gensym customers

Your final deliverable will be a *Application Health Report* which encompasses information from all four steps and reaffirms recommendations.

How it Works

1. Upgrade to WOW! Platinum Support by contacting us at success@gensym.com
2. Request an annual Application Health Check in one of two ways: a) Call your exclusive WOW! Platinum Support VIP hotline
b) Log a request on our support portal at <http://support.versata.com>
3. Your Platinum Experience Manager will schedule a kick-off meeting with our collective teams, during which we will outline our requirements for accessing your application
4. We will complete our set of checks and analyses that culminate in recommendations to ensure your application stays healthy into the future

Get started today by upgrading to Platinum Support so that we can start helping you ensure your application is on track for a long and healthy life!

Get WOW! Platinum Support today. Contact success@gensym.com

