

CASE STUDY – SOLVE THE MYSTERY OF HOW YOUR SYSTEMS WORK

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PROBLEM

The setup and configuration of a critical multi-server system needed better documentation. Regular maintenance was not being tracked and reported properly. Troubleshooting during system malfunctions was difficult due to few written standard operating procedures.

SOLUTION

Wendy Ronitz-Baker created extensive troubleshooting flowcharts documenting hardware and software configurations as well as workflow. The staff was trained on how to diagnose problems before calling tech support. She introduced a regular maintenance schedule to clean up memory and abandoned files and to monitor system status. Her Disaster Recovery solution encompassed eleven integrated servers plus a Storage Area Network. The Disaster Recovery Solution also included a remote Disaster Recovery Site.

SYSTEMIQS SERVICES ENGAGED

Systemiqs Implementation Services

- Workflow and Information Processing Diagrams
- Troubleshooting and Escalation of Questions to Vendors and Developers
- Preparation of User Guides and Training Materials
- User Training

Systemiqs Data Protection Package

- Installation, Testing, and Documentation of Data Backup and Restore Procedures
 - Space Audit to Determine Total Data Storage Capacity, Percentage In-Use, Rate of Use, Heaviest Users, and to create a Future Storage Data Plan
 - Review and Refining of Shared File Folder Structures
 - Establishment of Naming Conventions and Metadata
 - Periodic Folder Clean-up to Migrate or Delete Unused Files and Folders
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