

# Jump Start with BEZPlus

## Reduce Risks, Maintain Continuity and Accelerate ROI

The Jump Start with BEZPlus ProService Pak is specifically designed to address the need for rapid Return On Investment while maintaining continuity in the face of staffing changes. This fixed cost and tightly focused ProService Pak will:

- help new customers get up and running fast so they begin to reap the benefits of using BEZPlus on a daily basis.
- help existing customers ease the transition when a staff member or BEZPlus Administrator leaves the organization or takes on new responsibilities.

## Leverage The Industry Experts

The overall goal of the Jump Start ProService Pak is to allow the customer to rapidly become productive and self-sufficient in the use of the BEZPlus solution. A designated BEZ Professional Services Engineer will perform all necessary work both via a webex remote administration session and on site. For maximum impact, Jump Start is conducted in two separate phases:

**Jump Start Phase I** – Ensures the BEZPlus installation is fully functional and current with the latest maintenance release. Phase I includes hands on knowledge transfer between the BEZ Professional Services Engineer and selected members of your staff to effectively administer the BEZPlus installation, develop an appropriate data collection process and efficiently navigate the BEZPlus user interface.

**Jump Start Phase II** – Provides a complete review of “Best Practices” for integrating BEZPlus into your existing Performance Management and Capacity Planning processes. This phase is typically conducted two to four weeks after the completion of Phase I. This allows participants to become familiar with BEZPlus features and functions and help them formulate more specific questions for their individual needs.

## ProService Paks from BEZ Systems

ProService Paks allow BEZ experts to assist with specialized projects that enhance the value of the BEZ solutions. Services are available in the form of “Paks”, pre-defined service offerings that assist customers in the implementation and roll out of BEZ solutions. ProService Paks help you harness the power of BEZ technology and swiftly take advantage of the robust features of BEZ software while implementing time-tested best practices. Each ProService Pak focuses on the customer’s specific needs and offers clear deliverables.

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### Customer Responsibilities

For the successful completion of the Jump Start ProService Pak, customers will need to designate one or more staff members, typically DBAs or Performance and Capacity Analysts, to work closely with the BEZ Professional Services Engineer. These designees should have sufficient knowledge of the environment, major workloads, and current and future performance and capacity objectives. Designees should also have sufficient authority to establish webex remote administration sessions required for Phase I.

### Services to be Performed by BEZ

Phase I will be conducted remotely using a Webex remote administration connection. A BEZ customer support representative will work with your designated BEZPlus administrator to:

1. Get the latest BEZPlus software and relevant patches installed at your site.
2. Review the data collection process to ensure that continuous data collection is being achieved.
3. Discuss the BEZPlus repository administration tasks that must be processed on an ongoing basis.
4. Provide a high level review of the salient product features and operation.

Phase II sessions are held 2 to 4 weeks after the conclusion of Phase I. Two key deliverables are slated for Phase II:

1. A management overview of Best Practices for integrating the BEZ solutions into existing Capacity and Performance Management processes.
2. In-depth user training utilizing your data and environment for up to 10 participants.

### About BEZ Systems

BEZ Systems is the leading provider of predictive performance management solutions. Companies with large database applications, such as data warehouses, rely on BEZ software and BEZ ProService Paks to help them consistently deliver expected service levels to business users. BEZ software delivers the ability for IT to look ahead and proactively plan and manage resources and data so they can focus on satisfying the most critical business requirements. In this way, BEZ software complements the many existing database performance monitoring and tuning technologies used by IT to react to problems.