



Health Check advanco Service Offering

Why do you need Health Check Service?

Health check is like cleaning up your garage. You store a lot of things but sometimes you have to clean it up ...

As packaging serialization operations continue, data accumulates. This build-up of data may cause below problems and health check service is emerged to remedy these:



The slowdown of the ARC system and its potential impact on the shopfloor/warehouse operations



The slowdown of the database performance, the total growth of the size of batch report files to be backed up to L4 leads to cumbersome operations



Analysis of the most frequent critical errors that occurred in the background of ARC – although these issues can be found in the audit log, investigation is required by technical staff.

Health Check Service Offering



Health Check is a service offering from advanco support team



advanco's health check was created to prevent various performance/maintenance issues that an ARC customer faced in their daily business.



It is important to proactively monitor and identify server and application health issues before they become a threat to business processes.



Effective server health monitoring will lead to less downtime and gaining insight from application logs. The results can provide valuable takeaways to the company's process compliance.

Performed tasks



Archival of packaging batch files:

Batch files of the past year are archived to ensure that batch files are organized and easy to access. This will also save valuable storage in folders. We check the capacity of disk drives where batch files are stored.



Server performance:

ARC server performance is analysed to identify performance/server issues before they occur, and performance monitoring is set up to provide input for future health checks.

Database check:

Keep ARC database running smoothly and aim is to increase database performance by reducing database system response time.



Audit Log analysis:

The ARC MES application audit logs from the past 12 months is analysed. Root causes of the critical errors are revealed.

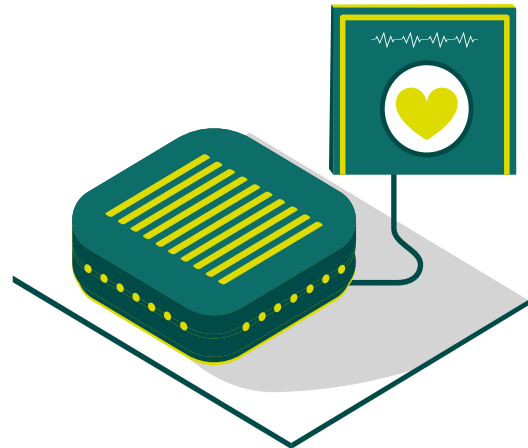


Health Check Deliverables

- ARC database performance issues are analysed. Wherever potential performance bottlenecks are identified, solutions are provided.
- Performance monitoring tasks are configured in the background to monitor ARC server performance based on system resources. These will run continuously and will provide input for the next analysis cycle.
- The most frequently occurring critical errors in ARC logs over the past 12 months are identified and actions are taken to avoid facing the same issues again.
- Management summary report is provided which includes a set of recommendations with varying repetition periods to keep your ARC infrastructure stable.
- If required, we offer a presentation to explain the performed tasks and recommendations in detail.

Health Check Benefits

- Ensures that serialization operations are running seamless
- Proactively reduces future system/database issues
- Increase system performance and point out bottlenecks
- Check compliance requirements



Accessible 24/7 Because Problems Rarely Announce Themselves

Problems generally occur when you need them the least. That's why our support service is accessible around the clock – 24 hours a day, 7 days a week.

Multi-Channel Communication. Here's how to contact us:



advanco Service Desk

Simply make your service inquiry online via our easytouse service portal.

You will receive a service ticket and will be updated on the processing status at all times.

advanco.zendesk.com



Support Hotline

Our service team is also accessible via telephone from Mondays to Fridays, 8:00 to 17:00 (CET) on:

+1 833 539 3681

+ 90 216 900 1927

A member of our service staff will take care of your inquiry and will generate your service ticket via the advanco Service Desk.



E-mail Support

Simply send your service inquiry by email to:

support@advanco.com

Your service ticket will be automatically generated via the advanco Service Desk. In addition, you are able to attach screenshots and other documents.



www.advanco.com
info@advanco.com

advanco SA
Headquarters
Rue de la Fusée 66 1130
Brussels, Belgium
T: +32 272 68 80 0

Şair Nedim Caddesi
Akaretler Sıraevler, E2 Blok,
Daire 4, Beşiktaş,
Istanbul, Turkey
T: +90 212 706 2260

8th Floor, 125 Old
Broad Street, London,
EC2N 1AR, England
T: +44 20 7870 2299

2121 N. California Blvd,
Suite 290 Walnut Creek
California, 94596, USA
T: +1 925 401 7028