



QUMAS DocCompliance Health Check Series

Examining your QUMAS Solution periodically to improve performance and identify potential issues is crucial to keeping your business running optimally and well-positioned to handle future growth. QUMAS has developed a series of offerings designed to help you achieve your systems optimal health and better align IT with business requirements.

The QUMAS DocCompliance Health Check Series consists of 3 elements:

- QUMAS DocCompliance Application Health Check
- QUMAS DocCompliance Systems Health Check
- QUMAS DocCompliance Database Health Check

QUMAS DocCompliance Application Health Check

Application Health Check is a periodic assessment of the configuration and use of DocCompliance to ensure 'Current Best and Common Practices'. A QUMAS Solutions Expert will initiate a discovery session with your administrators and/or users to determine possible improvements in the use of the product. The review covers all configurations and integrations including: Doc Types, Workflow Types, Groups, External Drivers (e.g. forms, procedures), Versions etc. and provides recommendations. The Solutions Expert will also conduct a review of all open support cases, providing an opportunity to close-out or add issues, and informing you of new functionality. The results are documented in a 'Review Checklist' to ensure all issues

are addressed and the correct resources are engaged during subsequent Health Checks. Deliverables include:

- Assessment Report based on initial survey including recommendations
- Coordination of follow up sessions with other QUMAS professionals as required

Benefits

- Ensure optimal QUMAS usage and performance
- Leverage best practices and consulting knowledge
- Maximize the return in your QUMAS investment

QUMAS DocCompliance System Health Check

System Health Check is a periodic assessment to benchmark the operating condition and performance of your application. A Technical Consultant will perform this analysis, reviewing all system components to confirm optimal installation settings and reconcile any discrepancies, reviewing recent logs/errors to isolate the root cause of any performance issues. Additional components include:

- Review of the compare, auto-population, rendering/printing and reports services, as well as localized configurations
- Assessment of the utilization of the hardware configuration including CPUs, memory and disks
- Review of the software environment utilization, including its architecture, background processes, and startup parameters (assuming the Application Health Check was performed)

QUMAS will also examine the database operations as appropriate but the full Database Health Check is available separately. Deliverables include a report detailing conclusions and recommendations for improvements in your environment.

Benefits

- Identify the root cause of performance issues to improve response times
- Ensure all components are performing optimally and have sufficient resources
- Report = blueprint for continued fine-tuning of your QUMAS implementation

QUMAS DocCompliance Database Health Check

Database Health Check ensures your database is properly optimized. Significant revenue savings can be realized by eliminating the need for database consultants; database performance and availability can be greatly improved. Performed by a qualified DBA, this health check includes a review of: database architecture standards; database and object parameters; table space set-up; scheduled jobs; overall performance; indexes as needed. Deliverables include a report summarizing all activities and recommendations for improvements.

Benefits

- Immediately realize performance and stability improvements
- Maximize the performance of your database
- Proactively identify the source of hidden problems



The QUMAS Health Check Series Program Approach

A typical project approach to any QUMAS Health Check consists of:

1. Discovery - A complete review of all open support cases by a Consultant and Technical Lead, providing an opportunity to close-out or add issues
2. System Assessment - A comprehensive review of all QUMAS servers including configuration and HW/OS specifications, which are compared to current IQ's and best practices, documenting any deltas
3. All findings are reviewed by a series of QUMAS experts (support, development, services), and short and long term recommendations are documented
4. A presentation is made to the client covering the key points and considerations of the findings and recommendations
5. The client will be provided the following deliverables at the conclusion: Discovery Document, Final Report, and Final Report Presentation.

If you're interested in scheduling a QUMAS Health Check Program, please contact your Account Executive, or e-mail us at info@qumas.com

Note: You can opt for any combination or start with one check and progress to others as schedules and budget allow. QUMAS offers all three components with a fixed-price, fixed-scope, proven approach. Purchasing individually is dependent on time and materials.

About QUMAS

QUMAS is the leader in Enterprise Compliance Management with more than 250 customer deployments and over a decade of experience helping companies in highly regulated industries provide a proactive regulatory defense. QUMAS solutions for life sciences are designed to achieve compliance with industry and government standards for 21 CFR Part 11, cGxP, Quality, R&D, Regulatory Affairs and Clinical Operations. QUMAS is successfully enabling global life science organizations to proactively manage regulated content and processes thereby reducing costs and improving quality.

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