
SharePoint Farm Evaluation

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| Farm Assessment | During the farm assessment, we analyze the existing configurations of your SharePoint farm and compare them to industry-standard and proprietary best practices. After gathering and reviewing the assessment data, we provide your team with a comprehensive set of suggestions and issues discovered during the assessment. Farm assessment is a one-time activity with follow-up support tickets possible after reviewing the assessment. |
| Farm Documentation | We create and/or update documentation pertaining to any aspect of your firm. This documentation allows you to identify any changes made and guarantees that all documentation is up-to-date. Changes range from permission and settings changes in a single list to a full farm configuration. |
| Service Application Overview | As part of this overview, we review the configuration of your current Service Applications to identify anything that does not function correctly and efficiently. This overview helps you confirm that all Service Applications run correctly. |
| Service Account Permissions | We schedule a review of you current Services Accounts to ensure all permissions are correct. We use this review to identify any duplicate Service Accounts and determine needed changes. |
| Search Service Assessment | This assessment focuses primarily on Search configuration. Improperly configured and maintained Search leads to low efficiency, because, users are unable to find the information they need, and then recreate information that already exists. This assessment allows us to find and fix issues before they become an issue for you. |
| Workflow Assessment | This assessment reviews the status of workflows in the farm. This can include reviewing the workflow manager for SharePoint 2013 to ensure that the workflow manager is configured correctly and functioning efficiently. |

Maintenance and Health SharePoint, SQL Server, Windows Server

Maintenance Checks

We assume basic daily/weekly/monthly checks of our current on-premises farm. Maintenance checks include specific actions that a SharePoint Administrator performs if they have time. We work closely with our SharePoint Admin to monitor the current environment. This provides your admins time to perform activities that had better utilize their knowledge of your business and users.

Patching

We take over responsibility for SharePoint server OS patching, SQL server OS patching, and SharePoint patching. This can be as simple as suggesting the best patches to implement, or fully implementing the patches for your team.

SQL Maintenance/Content Database Storage

We perform the task of reviewing SQL Maintenance plans and ensuring that all backups are running correctly. From this, we provide suggestions as needed for improvements. We also review the Content Databases and ensure that they are not growing too large.

Certificate Checks/Tracking

We check the certificates on your farm, track their expiration dates, and alert you before they expire so you can renew them. This avoids downtime before the certificates expire.

File Clean-up

We review data drives and space on the server then we recommend what areas need clean-up and how clean-up needs to be performed or we will perform the clean-up.

Backup/Recovery Assistance

We assist the customer team with the performance of the backup/recovery. We also provide guidance during the backup/recovery process.

Office 365 Support Services

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| Office 365 Tenant Administration | We assume basic daily administrative tasks in your Office 365 tenant, including (optionally) group and user licensing and provisioning, basic troubleshooting for connectivity issues, and health monitoring. |
| Office 365 Feature Configuration | We assist in identifying the optimum settings for newly deployed and existing features in your tenant. We help you achieve the best performance and security from your Office deployment and any new features Microsoft adds to Office 365. |
| Hybrid Connectivity Break/Fix Support | We fix operational issues with your directory synchronization, Active Directory Federation Services, and hybrid Exchange, SharePoint, and Skype / (Lync) servers to keep your users happy and productive. |
| Office 365 Disaster Recovery | We assist with disaster recovery of on-premises and hybrid components of your environment; this includes Active Directory Federation Services. Microsoft handles the disaster recovery of Office 365 itself. |

Nintex Workflow and Forms On-Premises and Office 365

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| Workflow Assistance Checking Logic / Troubleshooting | We assist with errors and oddities within the workflow. We also review the workflow logic to determine efficiency of current workflows |
| Installation | We assist and/or install Nintex workflows and forms. |
| Troubleshooting Forms Issues | We assist with errors and troubleshooting for Nintex forms. |

Other Support Services

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| Topic Exploration | We schedule time with you and your team to discuss specific aspects of your current farm, and any questions you may have about it. This is a Q&A session or a demo on one or more topics |
| VM Host Server Checks/Maintenance | We would perform server health checks to ensure that the server is in good shape. These can be daily, weekly, or monthly and include your requested checks. Also, we could take VM Snapshots and backups to meet your Recovery Point Objective (RPO) and Recovery Time Objective (RTO). Taking over these routine tasks can free your admin's time to focus on other business priorities. |