

Production health check review

Taking a proactive approach to keeping your PLM system running smoothly

Benefits

- Identify and prevent potential system and operation issues
- Plan for the future to mitigate unexpected or growing usage and system load
- Recommend action plans to improve production system health
- Help maintain or improve high user acceptance and satisfaction level
- Assist decision making for planning of additional infrastructure budget

Summary

The best way to keep Teamcenter® software running optimally is to have qualified experts periodically check the system. This proactive approach allows the customer to improve system reliability and the performance of the product lifecycle management (PLM) system for end users. The production health check review (PHCR), which is an Advanced Technical Services (ATS) offering, helps customers to produce a complete and detailed system-level technical summary and recommendation report that can be used for identifying issues and areas for improved planning and execution. The PHCR uses a systematic method to compile a detailed technical checklist for all Teamcenter tiers. It is conducted by experienced Siemens PLM Software experts, who are skilled at identifying potential system level issues and providing preventive measures.

Overview

Siemens PLM Software experts work with assigned customer project members (typically system administrators and database administrators) to assess system health status, focusing on performance, scalability, reliability, security and availability. To make sure that Teamcenter runs optimally, customers should plan on having a PHCR on a regular basis, typically every six months.

Scope

PHCR is a systematic discovery and analysis process that Siemens PLM Software experts use to evaluate the overall production system health status of the Teamcenter implementation. This service validates and reviews key aspects of the implementation at the system level, which typically includes the following:

- Review deployment architecture topology and sizing of the existing infrastructure

Production health check review

Benefits *continued*

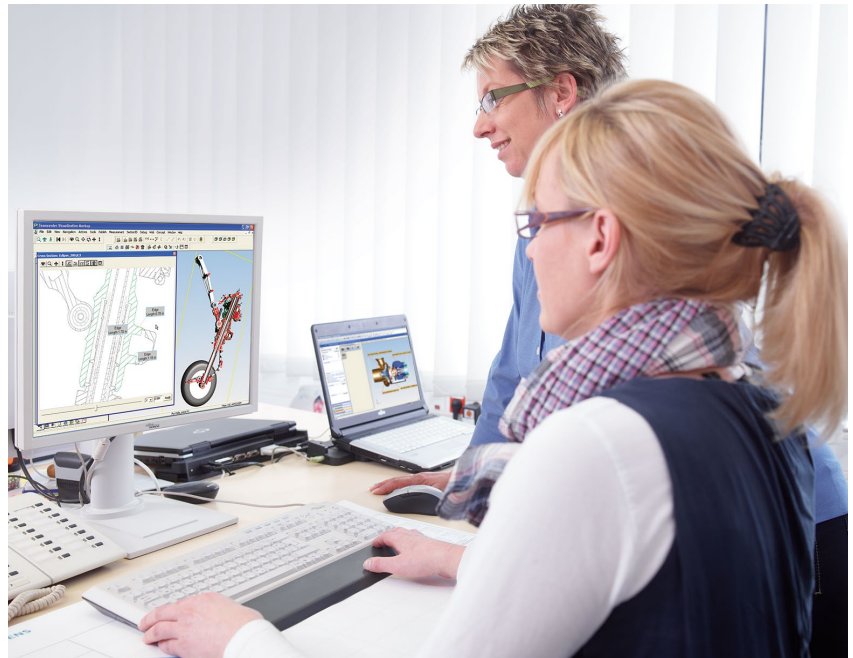
- Provide internal quality audit to ensure continuous improvement of the production system
- Provide updated technical information for system or performance issue analysis and troubleshooting
- Review Teamcenter and database system log files for abnormality and performance
- Review Teamcenter and related system configuration parameter settings for baseline performance creation. The focus is on the following: resources tier servers, file management system (FMS) servers, Teamcenter application server, web server, translation servers, licensing server and the typical client machine
- Review any predefined typical test cases in which performance issues are perceived by the customer
- Generate a performance baseline with predefined test cases
- Validate the configuration (hardware and software) with reference to the Siemens PLM Software's lab performance metrics
- Execute performance test cases, review the performance, make necessary configuration adjustments if feasible onsite and rerun and review performance. This can be an iterative process
- Review key components of the production system to systematically identify potential bottlenecks
- Provide advice and guidance to system administrator and database administrator to monitor and maintain the health of the production infrastructure
- Discuss and, if possible, plan customer follow-up actions and infrastructure recommendations
- Document findings and recommendations

Prerequisites

Production health check review requires the customer to:

- Arrange for key information technology (IT) representatives for the network, Teamcenter system and database administration to work with the Siemens PLM Software expert
- Perform prerequisite tasks and answer a questionnaire provided by the Siemens PLM Software expert prior to the onsite engagement





- Provide appropriate system-level access rights for Siemens PLM Software specialists to inspect Teamcenter components included in review, or a person with appropriate system-level access rights to work fulltime with the expert

- Provide adequate testing hardware

Duration

Typically, requires three weeks, including:

- One week for offsite preparation
- One week for onsite activities
- One week to author findings and recommendations

Deliverables

Production health check review has the following deliverables:

- PHCR report
- Presentation of review activities summary
- Offsite closing conference call for questions and answers

For more information please contact ATS.plm@siemens.com or the services manager in your country.

Contact

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