



## NATOLI HP CAE confirmIT HealthCheck

Independent audit and service improvement recommendations

### PROBLEM

We all know that the Client Automation Enterprise toolset (**Radia**) is a powerful and reliable system for application, patch and operating system delivery – but the question is how well is it performing for you? Ask yourself these questions:

- How efficiently is your CAE infrastructure performing?
- Are you achieving the ROI required by your business?
- Could your administration and process be improved and streamlined?
- Is CAE seen to be meeting your changing business needs?
- Are you following industry best practices for Software, Patch and OS deployment?
- How can you improve performance and reliability across all aspects of CAE?
- How effective are your application packaging standards?
- Do your packaging standards reflect changes in the industry?
- Are you maximising the benefits of virtualisation?

The NATOLI CAE confirmIT HealthCheck can help you answer all these questions and many more.

### WHAT IS IT?

The CAE confirmIT HealthCheck is a fixed price solution that provides complete peace of mind and confidence in the managed infrastructure. During the HealthCheck NATOLI will utilise a number of HP AIS accredited Senior Technical Consultants to review, monitor and analyse specific aspects of your environment. Focusing on several key areas NATOLI consultants will examine technical components of the infrastructure whilst conducting interviews with key personnel within the application release lifecycle. The key aspects covered within the HealthCheck are broken down into four areas:

#### **Environment**

Provides an understanding of the issues relating to the general CAE implementation and the environment within which it operates.

#### **Infrastructure**

This looks at the specifics of the CAE infrastructure and the way it affects the end user.

#### **Packaging/Publishing**

This section examines all aspects of the packaging process. It provides detailed technical reviews of the MSI creation process and CAE Publishing and deployment options

#### **Application Lifecycle & Process**

This section examines in detail the processes involved with Application deployment to the end user.

## WHAT DO WE GET?

The HealthCheck engagement will usually last between 2 and 5 days onsite depending on the size and complexity of your environment. A minimum of 2 NATOLI consultants will be on-site during the engagement. Recommendations are subjected to peer review by NATOLI technical architects prior to release.

Technical and procedural sessions will be arranged with your CAE administrators, packaging team, release managers, service desk managers and other relevant roles. The outcome of these sessions will be a detailed understanding of not only the technical considerations but also the all important processes that support the environment.

*“I didn’t realise.....”*

*“That shouldn’t be happening.....”*

*“Why are they doing that?”*

*“I thought we did that”*

These are some of the typical comments we receive when a NATOLI consultant feedbacks the **actual** working processes within many environments. Processes are meant to be followed – but without some sort of governance and baseline review, this is not always possible.

## THE TECHNICAL BIT

In addition to reviewing all processes the HealthCheck will address:

- All major CAE infrastructure components (eg: Proxy, Policy, Enterprise Manager, Messaging Server etc).
- CAE performance and tuning recommendations.
- Notifications and radskman options and best practice.
- MSI Packaging and Publishing settings and methods.
- Patch acquisition process
- Integration with 3<sup>rd</sup> party tools (AD, SQL etc)
- Automated checks
- And much more...

## THE REPORT

Once NATOLI have completed the HealthCheck we don’t just send you the results – we will book a meeting with the agreed stakeholders and present the information back. The NATOLI representative will review each and every point that has been identified in the report, and questions can be answered at the same time.

The report is broken down into a number of **observations** about the environment and technology in use. For each observation there will be a corresponding **recommendation**. Not all observations are of a negative nature – this is an informed and balanced review of the environment so in many cases where processes and technology are working – the HealthCheck will reflect and report on that! The presentation meeting itself is an open and frank discussion about the environment and processes in use – this can be a sensitive topic and you can rely on the NATOLI Consultant to broach this in a professional manner

The report is intended to be a tool for you, the customer, to use to enhance and improve your environment. We believe in our product and upon request we are able to provide references to multiple clients who have benefited from the NATOLI CAE confirmIT HealthCheck.

A NATOLI CAE confirmIT HealthCheck is priced at £9,995 plus VAT. Fixed price, unlimited results. For more information contact:

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