

# SiteAudit Service Program

Professional Services for Partners and Customers

Netaphor  
Software

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## Service Program

- ✓ *Deployment Services*
- ✓ *Application Services*

## Services that Maximize Your MPS Investment.

Netaphor [SiteAudit](#) brings next generation MPS capabilities to partners and customers. The SiteAudit Service Program is designed to assist partners maximize these capabilities so MPS customers achieve the highest cost savings and ROI possible. This means fully utilizing SiteAudit's inventory, volume and cost management features as well as service performance tracking. Unlocking the value of SiteAudit's advanced data collection capabilities through reporting, notification and integration with customer applications are important service program benefits.

Two services are offered. MPS engagements start with SiteAudit deployment. To facilitate this Netaphor provides a complete deployment service. It manages hardware, discovery, database and installation issues and results in greater deployment success and reduced costs. Application services provide custom reporting and alert notification to maximize the flow of critical information. It offers thresholds and service level agreements configuration. A deployment health check up evaluates SiteAudit performance, provides upgrades and other operation efficiencies.

SiteAudit services are provided by Netaphor service team through the reseller partner.

### DEPLOYMENT SERVICES

- ✓ Pre-deployment Check List
- ✓ Reporting Web Site Setup
- ✓ Optimize Database Setup
- ✓ Optimize Discovery Configuration
- ✓ Key Product Use Tips

### APPLICATION SERVICES

- ✓ Custom Reports and Scheduling
- ✓ Optimize Notifications - Thresholds and Service Alerts
- ✓ Configure Service Level Agreements
- ✓ Deployment Health Check up
- ✓ Customer Data Analysis
- ✓ Reporting Web Site Customization
- ✓ Help Desk Integration
- ✓ Product Use Training



## Partner Sales

SiteAudit services expand partner capabilities and promote customer satisfaction. Services are sold through SiteAudit partners to their customers.

SiteAudit Services are available as service packages. Contact [SiteAudit](#) sales for pricing details.

### Deployment Services Packages:

- ✓ Small - Less than 500 printers
- ✓ Medium - Over 501 to 2500 printers
- ✓ Enterprise – Over 2500 printers

### Application Services Packages:

- ✓ Standard – All services except integration
- ✓ Standard with help desk integration

## Deployment Services

Pre-deployment check list ensures firewalls and device exclusions are identified so local and network printer discovery and data collection is optimized. A deployment configuration import file is created to minimize deployment time. Windows IIS is configured to guarantee the Reports Web Site easily installs with standard reports and is ready to use. Optimizing the database configuration will improve database management by scheduling regular backups and log shrinking. And key operation tips so users can accelerate their control over MPS objectives.

## Application Services

Building custom reports and constructing notification rules are valuable features of application services. This includes analyzing customer data to identify critical cost and performance trends that customized management reports show; then formatting and scheduling these reports to the right decision makers.

Creating thresholds and optimizing notification alerts is an application service that improves response time and printer uptime. Application services can configure Service Level Agreements to track uptime performance. The health check up will analyze SiteAudit performance and suggest ways to improve data collection if necessary. Finally, application services can integrate SiteAudit incident notifications with customer help desk application so trouble tickets get generated on the fly.

Application services require VPN access or use of remote tools such as Webex.

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