

Redwood Professional Services

Making implementation easy.

Cronacle™ Health Check Service

Maximize the benefits and ensure optimum efficiency

The Redwood Software Active Process Automation™ solutions Cronacle and SAP Central Process Scheduling by Redwood (SAP CPS) manage important mission-critical processes within your organization. We know you rely heavily on the robust performance of your Redwood solutions to keep your business running efficiently, and we want to make sure you get the best possible return on your investment.

To ensure that you are getting the most out of your Cronacle implementation, Redwood Health Check services are available to you. The Health Check is an evaluation of your current Cronacle environment and advice on how to enhance it. Redwood experts will offer advice for the future configuration and use of Cronacle within your organization, identifying areas where extending the use of Cronacle will help you derive even greater benefit.

Periodically checking the health of the Cronacle installation in your IT environment can prevent potential issues. Redwood Health Check services can help ensure that your Redwood solutions are current and properly configured, meet your current business requirements, are properly and optimally integrated with other systems in your environment, and that your staff is properly trained. We'll confirm that your systems are running efficiently and delivering optimum performance, and that you are able to use Cronacle's unique, unmatched functionality to your greatest advantage.

With your standard Cronacle Health Check, you get:

- A comprehensive Health Check report
- A description of the current environment and an evaluation of your total IT landscape



- Suggestions for using Cronacle to improve processing efficiency and reliability
- Advice on organizational changes that could improve your Cronacle implementation
- Assessment and mitigation of known concerns or issues
- Recommended improvements to the current Cronacle landscape
- Recommended roles and responsibilities in regard to Cronacle
- Advice on Redwood's Cronacle upgrade policy

Redwood health checks are customized engagements. A typical health check takes about one week, but may vary based on your needs and environment. Planning and prerequisites will be confirmed before your health check begins. After your preliminary consultation, a Redwood expert will complete the technical overview and

checkup, analysis of findings, and reporting phases of your health check.

By identifying under-utilized potential in your environment, Redwood can help you optimize your process automation and scheduling within your current Cronacle landscape and across your wider IT landscape. The overall objective of the Redwood Health Check service is to increase your organizational benefits from using Cronacle while helping you minimize your total cost of ownership.

To take advantage of Redwood Health Check services for your Cronacle implementation, please contact your local Redwood office or visit us online at

www.redwood.com



Redwood is a registered trademark and Cronacle and Report2Web are trademarks of Redwood Software. All other products or company names mentioned are used for identification purposes only and may be trademarks of their respective owners.

© Redwood Software 2009.
All rights reserved.

GA.0904.R1