



System Health Check

Every Code42 deployment starts with ProStart, but your organization may have additional requirements that involve further configuration and customization to maximize your Code42 deployment and investment. The System Health Check identifies and aligns your unique needs with recommended settings in your Code42 environment.

Prerequisite

- Confirm the Code driven by your Code42 Customer Success Manager

Environment Review

- Review server recommended specs for deployment size
- Review console alerts for any issues with server function and answer questions about console functionality/settings
- Business process analysis
- Client onboarding review and recommendations
- Data versioning and retention requirements for active and deactivated users
- Client off-boarding review and recommendations
- Legal hold process review and recommendations
- Client review
- Macro review of client backup status; identification of any systemic issues interfering with client backup



Implementation Team

A successful project is a shared responsibility. Code42 Professional Services partners with your team throughout your deployment and beyond.

TEAM	ROLE	RESPONSIBILITY
Code42	Professional Services Project Manager	<ul style="list-style-type: none"> Manages the project deployment Primary point of contact for project updates and task management Ensures client visibility and project progress
	Professional Services Solutions Consultant	<ul style="list-style-type: none"> Technical point of contact Deploys and configures Code42 hardware/software Provides best practices and recommendations tailored to your organization
	Technical Account Manager (if purchased)	<ul style="list-style-type: none"> Technical point of contact after the project has completed Continued guidance on recommendations and best practices as your needs evolve
	Customer Champion Team	<ul style="list-style-type: none"> Provides 24x7 customer support for Code42 client administrator and end users
	Customer Success Manager	<ul style="list-style-type: none"> Manages Code42-customer relationship to ensure success and overall satisfaction
Customer	Code42 Administrator	<ul style="list-style-type: none"> Manages administration of the Code42 server(s) Primary point of contact
	Network Engineer	<ul style="list-style-type: none"> Manages firewall rules Manages QoS policies for backup traffic flow
	Package Deployment Administrator	<ul style="list-style-type: none"> Helps implement the silent push installation Determines rollout policy and procedures
	Retention and Policy Manager	<ul style="list-style-type: none"> Provides direction for backup policies Determines what gets backed up and frequency
	LDAP Administrator	<ul style="list-style-type: none"> Provides direction on what attributes are available to automatically manage users within Code42 Provisions bind account for Code42 to search the directory

Out of Scope

Application writing/coding

Assumptions

- Code42 is not responsible for customer-provided hardware/OS configurations
- Unused hours are not carried forward
- Configuration and consultation may be performed remotely via screen share
- All services will be conducted in English