



New England Systems

*Intelligent People, Powerful Tools, Successful Customers*

*NES wants to ensure that your IBM Cognos solution is configured to meet your business goals, and that your investment is maximized. Period. That means making sure you're neither under- nor over-equipped. Our Cognos Services are designed to do exactly that.*



# Cognos Services

**Our four NES-designed Cognos Service “packages” are based on our long-term experience with Cognos users:**

- **License Audit**
- **Health Assessment**
- **Architecture Design**
- **BI Performance Tuning**

**While we describe these as packages, at the same time, we remain flexible to your business’ exacting needs and project specifications. We’ve been at this long enough to know that great service has to be tailored and that there is no such thing as one size fits all.**

## License Audit Service

The Licensing Audit Service is designed to provide customers with a clear and accurate understanding of who is leveraging the Cognos solution, what content areas are and are not being leveraged, and how those people are making use of the various components available to them.

- Helps lead to a more focused and higher utilized solution for the business.
- Reduces the risk of unknowingly exceeding license entitlements
- May result in support maintenance renewal savings by eliminating unused products.

## Health Assessment Service

The Health Assessment Service is designed to provide customers with IBM Cognos proven practices for software configuration. It is targeted at customers who want to ensure that their environment is configured to proven practice standards to take best advantage of available resources.

- Identify and resolve environment instability in your technical architecture
- Analyze the process chain to locate sources of problems
- Build and maintain a healthier and more robust BI ecosystem
- Keep implementation on track

more



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## Architecture Design Service

Architecture Design Service is targeted to assist customers in determining a configuration and distribution of IBM Cognos components to meet architecture requirements identified in the architecture design meetings.

- Helps answer questions around utilization of available hardware
- Develops proven practices for fail over, disaster recovery, load balancing and load distribution
- Creates a scalable, flexible architecture for both near term and long term business needs

By engaging our team to perform this Architecture Design service, you can expect to receive standard documentation including the architecture design document with detailed descriptions, architecture diagrams, and go forward strategies.

## BI Performance Tuning

BI Performance Tuning drives better ROI by maximizing implementation, minimizing costs and proactively evaluating system processes.

The BI Performance Tuning Service enables you to get the most from your BI investment by reducing implementation risks and unnecessary costs. The service saves your team from performing unplanned or unscheduled development or maintenance work that could result from undetected problems or bottlenecks in the system. By identifying issues in a timely way and providing seasoned experts to help you resolve them, BI Performance Tuning can save you significant time and money.

- Knowledge transfer to your implementation team
- Capacity assessment
- Architecture design component diagram



## NES

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