



Introducing the Masstech System Review


At Masstech we are proud of the support service we offer our customers. The service includes not only 24x7 problem-solving assistance from trained engineers (we never use a call center), but also software upgrades, training, working with you to adjust your workflows, and even an annual Masstech System Review. This document gives you more information about the System Review.


What is the Masstech System Review?

The Masstech System Review is a free annual service we provide to all customers with whom we have a current support agreement. Its purposes are to give you the assurance that your system is running well, with substantive information to help you make decisions, and to ensure that we at Masstech are able to serve you most effectively.



The System Review has six sections:

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1. **SYSTEM SUMMARY:** a brief description of your environment and support agreement.
 2. **CONTENT:** An overview of the content assets you have and the growth this year.
 3. **HARDWARE:** A summary of the libraries and servers that are used by your Masstech system.
 4. **SOFTWARE:** The versions and installation history for your Masstech software.
 5. **SUPPORT:** An overview of the service that you have received from us this year.
 6. **CONCLUSIONS:** Observations and recommendations from our support engineer.



Your System Review Report

Dear Masstech user

Welcome to your annual Masstech system health report. We are delighted to provide this report to help you get the most out of your Masstech storage and content management system. Each year we perform a proactive check-up for every customer who has a current support agreement. This report is the result of your annual check-up.

A Masstech engineer has connected into your system, performed a series of checks, gathered some helpful data and assessed whether there might be ways to enhance how the system runs. He or she has recorded any fine-tuning recommendations and logged any issues into our issue tracker.

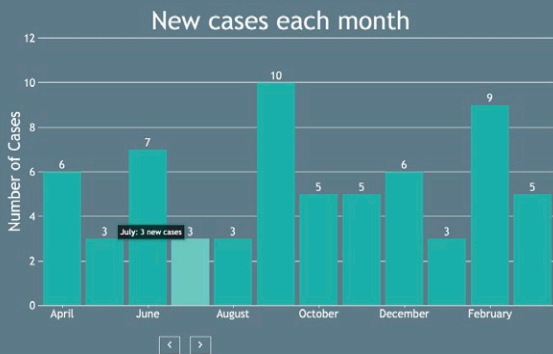
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Navigating the report

Move up and down through the report for each new section. Use the keyboard. Move left and right to see each page within each section. Use the keyboard or click right/left arrows. You can open or collapse the menu with the icon on the top left of the screen.

Privacy & Feedback



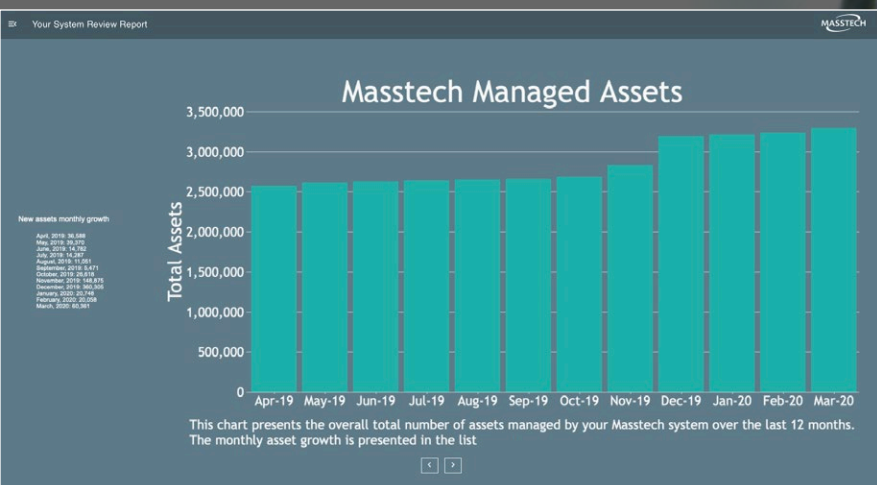
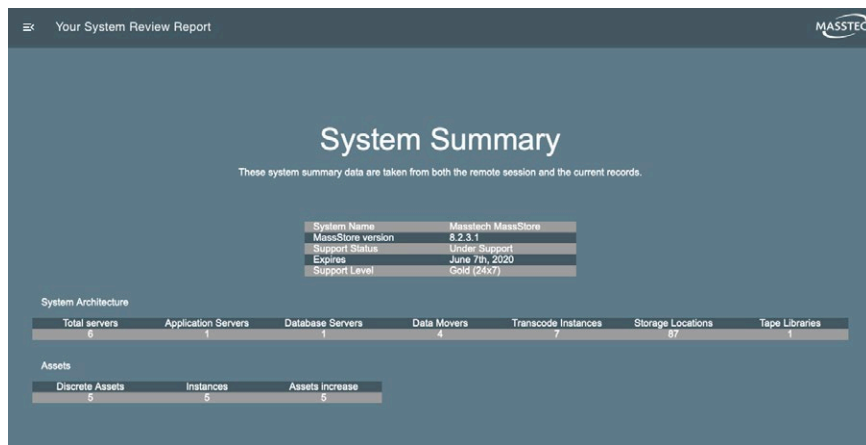
How does the System Review work?

Every year our review program manager will reach out to you to arrange a mutually convenient time slot.

At the agreed time a support engineer will connect into your system and run through a review check list. It may take up to an hour. But you don't have to stop the system, or even be available, though if you want to be part of it and discuss anything you will be welcome to.

The process is entirely non-intrusive to your operation.

The engineer will then assess the findings and prepare a written presentation for you. The program manager will send it to you and follow up if there is anything substantive that would be helpful to discuss. The presentation is in HTML format so that you can keep a copy for your records.



Peace of mind

Because you and your data privacy are very important to us, we want to assure you about the data we collect. We never share such data with anyone outside of Masstech, and we do not collect data regarding specific content. As we have discussed here, data gathered is used to ascertain the overall health of your system, and to gather usage and storage statistics so that Masstech can provide you with this overall system assessment.

We trust that you will find the Masstech System Review a valuable and helpful addition to the services that we offer. We are continually looking for ways to help you get the most from your partnership with Masstech, so please don't hesitate to contact us if you would like to discuss this or our other services. Let your account manager know, or contact support@masstech.com.

www.masstech.com