

File360 Preventive Maintenance Program



- More Than Twenty-Five Years of Industry Experience
- Certified Kodak Document Conversion Center
- Multi-Vendor Reseller of Hardware and Software
- Ohio and New York Based Support
- Onsite Service Plans
- Nationwide Service
- Customized Options



During the past years, our customers have come to rely of their File360 (KoVIS) document management applications for more and more business process related support. As the critical need for uptime increases, Information Management Services has initiated a program to ensure your system maintains optimal performance and uptime.

What is included with the File360 Periodic Maintenance Program?

In order to keep your File360 system working with the highest performance and reducing downtime, we have developed a program that includes the following areas of support:

- File360 Server Support
- File360 Client Support
- File360 Database Review
- File360 Application Review
- Additional File360 services



How often will periodic maintenance be performed on a system?

Our experience indicates that most larger document imaging applications require quarterly reviews while smaller or less active systems will experience improvements with semi-annual reviews

How will the periodic maintenance be performed? Will this impact my daily operations?

The PM can be done after hours or during business hours. Our Systems Engineers will schedule a time to remotely log in to your system to perform the checkup. You can monitor their activity, or they can provide you with a summary update once the periodic maintenance is complete

How can I obtain more information on this program?

We will be contacting all our customers in the near term do review this new option. In the mean time, you can feel free to contact us at (614) 868-9008 or you can send an email to info@imsimaging.com and one of our representatives will contact you with more information.

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What does File360 PM Support Include?

File360 Server Support

- Check KoVIS/File360 Server installation
 - Install any patches and upgrade your system to a newer version
 - Manage annual system key update
- Check KoVIS/File360 Web installation
 - Install any patches and upgrade your Web installation to a newer version
- Check space being used for documents (Cache, Fixed-Storage). Make appropriate recommendations.
- Create additional Caches, if required
- Check Windows event logs on server for KoVIS/File360 related issues
- Check FOLDER directory for extraneous files/folders and cleanup as required. These items can adversely affect the times it takes to log into Inbasket
- Check for caches that have been created in incorrect and dangerous places. A cache in the root of the C drive would cause the entire drive to be erased if the cache was deleted through KoVIS/File360

File360 Client Support

- Check KoVIS/File360 Client installations
 - Install any patches and upgrade clients to a newer version
- Assist with KoVIS/File360 client installations
- Check for caches that have been created in incorrect and dangerous places. A cache in the root of the C drive can cause the entire drive to be erased if the operator deletes the cache incorrectly



Database Review

- Check space being used by SQL/Oracle and make appropriate recommendations
- Look for opportunities to improve retrieval performance by adding indexes to selected fields in the data database tables.
- Use utilities such as File360 SystemHealthCheck to evaluate the databases and make recommendations as appropriate.

Application

- Test KoVIS/File360 applications and ensure that they are running correctly
- Create new KoVIS/File360 applications as needed
- Manage users/groups. Check and fix user/group expiration dates

Other Services

- Provide additional training if required
- Look for opportunities to automate scanning and indexing using OCR/Barcode and File360 Database Engine
- Systems analysis of the customer's workflow. Opportunities for automating or otherwise streamlining their processes. User Exits, EDI lookups, etc.
- Semi-Annual report summarizing items checked and the results.