



Service Packages for Rocket® MultiValue Partners and MultiValue Customers

Get more value from your
MultiValue application platform

Rocket® Software service packages can help you or your customers deploy, optimize, tune, and extend your MultiValue (MV) applications while improving return on investment. Based on deliverables proven by successful customer engagements, service packages take the time and risk out of securing the right set of services. Our Jump Start packages are designed to deliver maximum value for your agreement by focusing on enabling your team. We'll get you started quickly with our expert guidance, while teaching the skills and concepts needed to be successful with the product long-term.

Rocket MV Jump Start services offer your staff or customers:

- A solid, expert-guided foundation to begin any project
- Hands-on training covering how to use the product; practical experience that can be applied immediately; and time to ask questions of our experts
- Start-to-finish guidance for self-implementation, leading to short- and long-term cost savings
- Additional mentoring hours as needed following your successful Jump Start project implementation

Our seasoned MV database administrators (DBAs) know how to tune and configure any system. Whether you want a comprehensive HealthCheck post-deployment, to be self-sufficient in deploying essential add-on products such as external data access (EDA) and MultiValue Integration Server (MVIS), or to learn best practices for ensuring scalable performance, we'll work with your team to make them successful. And as always, if you have a need that doesn't fit into one of our standard service packages, we'll be glad to provide a custom quote for your project.

Service package benefits:

1. Learn from the experts who develop and maintain the MV platforms, including senior MV DBAs.
2. Become self-sufficient and innovative with new MV functionality quickly.
3. Expert guidance for your big initiatives like re-hosting, modernization and high availability.
4. Fully exploit MV's capabilities and add-on products.

More benefits for Rocket MV Partners:

1. Make your customer self-sufficient quickly and improve customer retention.
2. Expert guidance for your customers.
3. Accelerate customer service and improve your bottom line.

Package	Description
<p>HeathCheck (Comprehensive)</p>	<p>Using our customized tools and knowledge of common problem areas, we'll perform an extensive review of your system, taking into account your business processes and unique areas of concern. We'll also prepare and present a Findings and Recommendations Report which explains the items we've reviewed, issues we discovered, and corrective actions we recommend. If you'd like us to help you implement these recommendations, you can add a HealthCheck Extension (see below).</p>
<p>HealthCheck (Extension)</p>	<p>This add-on to the HealthCheck (Comprehensive) package covers implementation of recommendations from the HealthCheck. It's particularly useful for customers who have minimal or inexperienced MV staff in-house. Implementation must be completed within one year of the original HealthCheck.</p>
<p>EDA JumpStart</p>	<p>EDA allows you to expose your MultiValue data to the non-MultiValue tools and utilities your company is already using. We implement EDA for 1-3 sample files and we mentor your or your customer's staff. The implementation and mentoring phases equip them to complete the implementation in-house with the option to extend the project for more assistance.</p>
<p>EDA Jump Start with U2 Replication for Report Server</p>	<p>EDA allows you to expose your MultiValue data to the non-MultiValue tools and utilities your company is already using. We implement EDA for 1-3 sample files and we mentor your or your customer's staff. The implementation and mentoring phases equip them to complete the implementation in-house with the option to extend the project for more assistance. Also, in a test environment, we'll implement U2 Replication to create a report server, replicating only the files you need for reporting.</p> <p>Please note, this project does not replicate the entire database, and therefore we do not configure replication for failover or high availability.</p>
<p>EDA JumpStart — Deployment Review</p>	<p>Our experts will review the configuration and identify potential concerns, provide recommendations for optimal performance and stability tuning, and assist during and directly after production go live. Perfect for customers who want extra help before deploying into their production environment.</p> <p>Please note, this is available only after an EDA JumpStart or EDA JumpStart with U2 Replication for Report Server.</p>
<p>Rocket® U2 Replication Implementation</p>	<p>Rocket U2 data replication helps meet both your high availability and disaster recovery needs. You can use a local replica to ensure availability and performance for business tasks such as BI, and a second replica at another location for disaster recovery. This services package include help with implementation planning and execution for 1 Publisher and 1 Subscriber, configured to replicate the entire database.</p>

Package	Description
MV Re-Hosting	We will provide expert assistance with moving MV data server to new hardware with the same or a different operating system, including transfers to a virtual environment or cloud service (OS update included if needed). Hardware upgrades and OS configuration are not included, but we will provide recommendations.
MVIS Jump Start	We'll provide expert assistance to help you quickly get started with MVIS and enable your staff to be self-sufficient. We help with implementing and configuring the software, provide training, and then work alongside your in-house team as we deploy RESTful Web Services. Following the project, we'll provide dedicated mentoring hours you can use as needed to answer questions or for help with anything not covered in the base project.
MV Upgrade Assistance	We will assist with upgrading an MV data server by providing expert recommendations and best-practice guidance. This services package includes planning assistance, configuration recommendations, and go-live assistance.
U2 DataGen	DataGen is a tool that generates a robust and representative dataset that you can use to anonymize and/or grow an existing dataset for testing. The DataGen tool is only available as part of a services engagement, and you keep the tool at the end of the project. This package includes up to 40 hours of implementation assistance and training.
Load Performance	The Load Performance Tool lets you or your MV customers model an "optimal load" by realistically simulating a large number of users accessing the system simultaneously. The Load Performance tool is only available as part of a services engagement, and you and your customer keep the tool at the end of the project. This package includes up to 40 hours of implementation assistance and training.
Audit Logging Jump Start	During this Jump Start, we help you with planning, activating Audit Logging for sample files, and mentoring your staff. The implementation and mentoring phases equip your team to complete the implementation in-house with the option to extend the project for more assistance.
ADE Jump Start	During this Jump Start, we help your team with planning, activating ADE for sample files, and mentoring your staff. The implementation and mentoring phases equip your team to complete the implementation in-house with the option to extend the project for more assistance.

If you're ready to get started with a Rocket Software MultiValue Services package, want to learn more, or need a quote for a custom package, contact your Rocket account executive or Rocket Partner or email solutioning@rocketsoftware.com.

About Rocket Software

Rocket Software partners with the largest Fortune 1000 organizations to solve their most complex IT challenges across Applications, Data and Infrastructure. Rocket Software brings customers from where they are in their modernization journey to where they want to be by architecting innovative solutions that deliver next-generation experiences. Over 10 million global IT and business professionals trust Rocket Software to deliver solutions that improve responsiveness to change and optimize workloads. Rocket Software enables organizations to modernize in place with a hybrid cloud strategy to protect investment, decrease risk and reduce time to value. Rocket Software is a privately held U.S. corporation headquartered in the Boston area with centers of excellence strategically located throughout North America, Europe, Asia and Australia. Rocket Software is a portfolio company of Bain Capital Private Equity. Follow Rocket Software on [LinkedIn](#) and [Twitter](#).

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