

The first step of the system check is to qualify the issue and to define the next analysis steps. The SYSTEM CHECK aims to get an overview of the systems hard and software architecture and connected third party systems. The system check is handled by a dedicated support engineer who involves experts and coordinates system changes, tuning actions and monitors the success.

Benefits	Scope of Delivery
<ul style="list-style-type: none">• Identify problems of performance issues or find solutions for trouble with the system	<ul style="list-style-type: none">• Issue qualification• Written System Report• Define the next analysis steps• You can continue with a Database Checkup or an Application Review & Optimization

CONDITIONS

- Valid Intershop Support contract
- Description of system environment
- Named technical contact person at customer side or provide access to the system
- Availability at Intershop side (book two weeks in advance)
- booking mandatory in advance of Application Review