

## Health Check Package

Think of your Censhare system like a high-performance vehicle. You wouldn't drive a car for years without a proper checkup. So why run your Censhare without one? Just like regular maintenance prevents breakdowns, our Health Check Package helps you avoid costly disruptions and keeps your system running smoothly.

### Common Problems We Help You Avoid

As systems evolve, they accumulate complexity: new users, new features, and configuration tweaks. These changes can quietly degrade performance.

#### For Business Teams

A cluttered system results in slowdowns, which impact the performance of your customer-facing channels.

- Slow frontend performance leads to poor customer experience
- Conversion rates drop, harming revenue
- Brand perception suffers when digital touchpoints lag or fail

#### For IT Teams

System complexity grows over time, and even the most capable teams can find themselves spending more time firefighting than innovating.

- System inefficiencies generate more support tickets
- Time lost on reactive fixes instead of strategic improvements
- Oversized infrastructure leads to unnecessary hosting costs and underutilized capacity

### How the Health Check Solves It

Our experienced professionals perform a deep diagnostic of your installation. We identify bottlenecks, misconfigurations, and hidden inefficiencies, then deliver **clear, actionable recommendations** to optimize performance and future-proof your setup.

#### Five Steps to Your Health Check

1. Kickoff meeting to understand your challenges
2. Tailored package recommendation (Basic or Advanced)
3. Access provided to your Censhare Classic instance
4. Comprehensive analysis by our experts
5. Delivery of actionable insights and a roadmap for improvement

## Basic Health Check

RefNr: HEALTHCHECK-BASIC,  
HEALTHCHECK-BASIC-ADDSERVER

€4,560

Initial consultation to discuss the existing challenges.

Our IT/Support looks at the infrastructure to check hardware sizing

IT/Support checks key aspects of the Application Server

Traffic Light System recommendations report provides the customer/partner with information on how to optimize and improve their system.

This includes but is not limited to:

- Hardware resizing and scaling
- Configuration adaptations including the need for an iterative approach and monitoring if necessary
- Upgrade proposal

Estimations for the recommendations including estimation for providing an Advanced Health Check. Please note that no remediation work will take place during the Health Check.

Limits:

- The Health Check is only available for Production systems
- It is for one application server only.

Checks for additional application servers can be ordered.

## Advanced Health Check

RefNr: HEALTHCHECK-ADVANCED

Pricing depends on the complexity of your system

This option includes all from the Basic Health Check and additionally:

Solution Developer or Project Manager to examine the following options depending on the identified pain:

- Modules
- Project configuration
- UI
- Taxonomy and information architecture
- Integrations
- Online Channel

The above list is for informational purposes; the final scope will be finalized during the assessment.

Provide recommendations on changes required (if any). These include but are not limited to:

- Optimization
- Reconfiguration
- Upgrade related improvements

Limits:

- The Health Check is only available for Production systems