BigFix Enterprise Suite Optimization Service

The BES Optimization Service is an offering by BigFix Professional Services designed to provide customers with the highest level of BES performance through the duration of their deployment. During the BES Optimization service, a highly skilled BES Technician is sent onsite to provide in-depth analysis, troubleshooting, and configuration of a customer's BES deployment. This service is designed to provide increased dialog with our customers along and ensure long-term customer satisfaction. The duration of this course is variable, and will depend on the customer's size, deployment complexity, and specific goals.

Overview of Optimization Services

Proactive Troubleshooting:

- Analysis of server hardware performance, with probing for performance bottlenecks
- Analysis of relay configuration, ensuring that relay best practices are being followed
- Review and development of dynamic policies for locking and bandwidth throttling
- Historical log analysis to look for any potential problems (FillDB, GatherDB, some select clients)
- Review of backup, security, and disaster recovery plans
- Assessment of problematic client machines

Tweaking for Performance

- Perform database optimizations including adding clustering and maintenance tasks
- Review of configuration intervals such as heartbeat, console refresh times, client auto-selection interval, web reports refresh, cache sizes and more
- Taking Steps to increase BES Console performance

Cleanup

- Remove old actions
- Clean up unnecessary or leftover data
- Remove old or duplicated computers
- Ensure that the ActionSite is a reasonable size

Customization

- Create new custom retrieved properties
- Create new web reports
- Create new Policies

Extras!
- Verify that all necessary computers are running the BES Client
- Refresher Course on Best Practices and Policies
- Discussion of customer needs and new BigFix product offerings