

# Ensure Your File Access Manager Deployment is at its Best

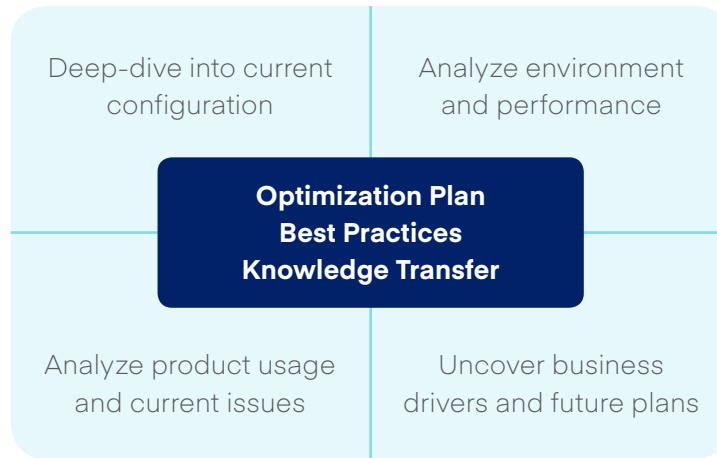
At SailPoint, our goal is for every implementation to be a huge success. In addition to top-notch delivery of the initial solution, SailPoint offers several options for the ongoing success of your File Access Manager (formerly SecurityIQ) implementation. Whether you are seeing performance issues, struggling with a slow or overfilled database, or are seeing any challenges getting your File Access Manager implementation to the next level, the File Access Manager Health Check+ offering can help.

The goal of the Health Check+ engagement is to enable existing SailPoint customers to get the full value out of their File Access Manager deployment. With the power that File Access Manager can provide, the SailPoint team sees some customers with a non-optimal operating environment or having product capabilities not being fully utilized. The Health Check+ aims to resolve existing performance and configuration issues, as well as unlock additional capabilities within your environment.

During a Health Check+, the SailPoint Professional Services team will perform a detailed analysis of your File Access Manager environment to fully understand any existing pain points and identify areas for improvement. Our team conducts in-depth user interviews and a thorough environmental analysis during the engagement and will provide your organization with a detailed report of all steps taken, all recommended improvements, and how best to put the plan into action.

## Health Check+ Process

- **Initial investigation and research** – analyze all existing information, past support cases, and project history.
- **User interviews** – gather technical and business information from your team on current issues, use cases, and future goals.
- **Environment review** – conduct a detailed assessment of your environment and hardware infrastructure.
- **Configuration review** – perform a deep dive into all aspects of your existing configuration.
- **Performance and product usage** – analyze what parts of the product are being used and how well the system is performing.



## Deliverables

- **Customer-specific Health Check+ report**
  - Overview of work performed
  - Overview of infrastructure, architecture and configuration
  - Results of all investigations
  - Summary of recommendations
    - One-time changes
    - Ongoing best practices
  - Any other relevant documentation or information
    - Updated product docs
    - Maintenance procedures
    - Process guides and checklists
  - Action plan for next steps
- **Customer debrief** – a meeting with your team to review the report in detail, elaborate on recommendations, and answer any questions you may have
- **Maintenance training and knowledge transfer** – education on system maintenance and ongoing optimization

To get started with your File Access Manager Health Check+, reach out to your CSM or email [ps-inquiries@sailpoint.com](mailto:ps-inquiries@sailpoint.com).

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