

Work with InterSystems.
Not separate systems.



InterSystems Client Support

Ben Rhodes

Client Support Manager, TrakCare

INTERSYSTEMS SYMPOSIUM 2009

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Agenda

- TrakCare support team
- TrakCare support technology
e.g., TRC
- TrakCare support - working with
you

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TrakCare support team

- Asia Pacific region
- 20 support staff
- Operating in Australia and abroad
- 24 hours / 7 days per week



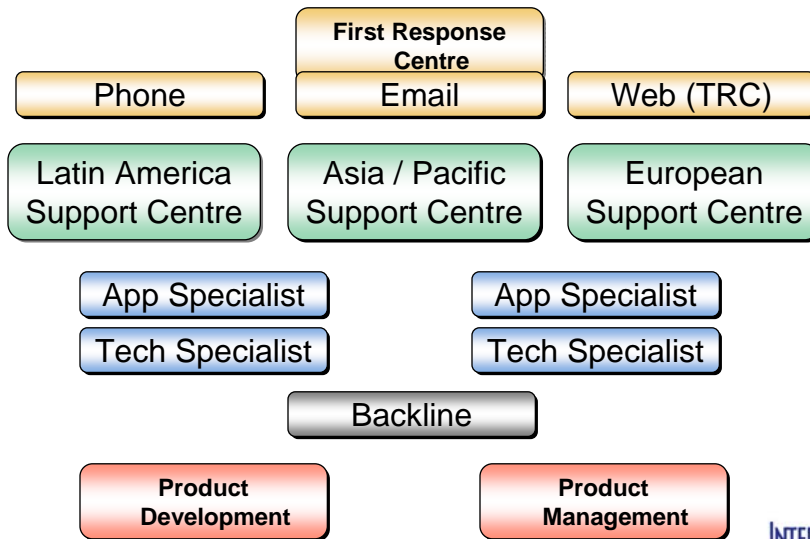
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TrakCare Support Responsibilities

- Application and technical assistance
- General advice
- Help with upgrades
- Performance analysis

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TrakCare Support Structure



Our Corporate Culture

- *We exist to serve our clients*
 - Staff retention is high (6+ years average)
 - Everyone gets their hands dirty
 - Client loyalty
 - Client satisfaction

TrakCare Support - Principles are the difference

- **Immediate** access to Product and Technical Specialists
- Each problem has a responsible **Owner**
- You set the **Priority**
- Only you can **Close** the problem

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TrakCare Reporting Tools

In the last seven days Department of Human Services Victoria:

OPENED 12 TRCs

CLOSED 12 TRCs

All unresolved issues for Department of Human Services Victoria:

Organisation	Open	ACR	LogTrak	Pending
Banyule Community Health Centre				1
Bendigo Community Health Services	1			2
Central Bayside Community Health Service	1		1	
DHS All Orgs	4			4
DHS SW Footprint	9	1	5	14
Darebin Community Health Services	1	1		1
Department of Human Services Victoria	1	1		6
Doutta Galla Community Health Service			2	1
Eastern Access Community Health	1		1	2
ISIS Primary Care		4		1
Inner East Community Health Service				1
Inner South Community Health	3			3
Knox Community Health Service	1	1		1
Manningham Community Health Service	1			
Monash Link Community Health Service	1			1
Nilumbik Community Health Centre				1
North Richmond Community Health Service	1			
North Yarra Community Health				2
Sunbury Community Health Service			1	
Western Region Health Centre				2
Whitehorse Community Health Service	1			1

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TrakCare Reporting Tools

Indicates pending issue
 Indicates a problem that has been pending for more than 3 weeks
 is the Problem Description
 Click on the Problem Number to get the full details online in the WRC

25843	High	Feb 4 2009	Pending	DHS All Orgs	Department of Human Services Victoria	Chris Andrews
TrakCare TS.8	Ben Rhodes	Large Journal Files			System	detail

25843 Description: [Send e-mail about this problem](#) [back to top](#)

Hi Folks,

We had an incident overnight with one of our production ENSEMBLE instances. The issue was that from about 2.50pm yesterday afternoon we had a journal file rollover approximately every 8 minutes (Ensemble is configured to roll-over when filesize hits 250KB & purge journal files after 3 days).

Our journal files/system for this instance filled to 100% at approximately 10.15pm and the system froze as it was instructed to do in this situation.

This morning I got the system back online by moving older journal files to another file system & forcing the system to restart. I have two outstanding concerns:

1. The console log indicates it cannot find what journal files to purge as it's looking for something dated 1st Feb. The journal file in question is one which was moved out to clear space. Will this error rectify itself over time because of the 'purge after 3 days' setting?
2. How can we determine what was going on to cause such a large volume of journal activity yesterday?

Regards,
 Chris.

Last Action 57 Advisor: Ben Rhodes Action Date: 24 Mar 2009 Action Time: 10:36PM
 Hi Mark:

How did the running of the fix go over the weekend?

Is there any further input required for this TRC? I have set to Pending waiting on feedback of if the problem is not resolved.

Thanks
 Ben



TrakCare Client Support Web Site

TrakCare Support
<http://www.intersystems.com/support/trakcare-support.html>

Most Visited - Contivity VPN Client ... TrakCare Environme... TrakCare Operations

TrakCare Resolution Center - A ... TrakCare Support

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Support & Education

- Worldwide Response Center (WRC)
- Caché Support
- Ensemble Support
- HealthShare Support
- TrakCare Support
- Learning Services
- Developers Corner

TrakCare Support

TrakCare Resolution Center — 7 x 24 Assistance

Our world class support organization is ready to help you with your TrakCare needs. We have experts around the world who can provide you with technical support as well as comprehensive functionality support and advice.

Technical Assistance (Exclusively for Subscribers)

- TRC Direct - Online access to TrakCare Resolution Center
- Knowledgebase - Training, product & technical documentation
- Online training - Interactive online TrakCare training sessions
- Downloads - For releases, patches, sample code and implementation tools
- Patching Schedule - Patching schedule for the current quarter
- SecureLink - The most secure and effective remote support technology
- LogTrak - TRC Direct should be used to log all issues.
- Email Us - Contact us at trakcaresupport@intersystems.com

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Find:



TrakCare Support Tools

The screenshot displays the TrakCare Support Tools interface, which includes a navigation menu on the left and a main dashboard area. The dashboard features several data tables and a bar chart. A yellow callout box highlights the internal monitoring, analysis, and alarm systems.

Internal monitoring, analysis, and alarm systems

TRC Status Monitor - 02/08/2009

CALLS				PROBLEMS						
Today	Old	BackQ	Active	NextAct	Crit	High	Medium	Pending	Probing	Old
13	27	0	190	57	11	62	401	142	299	42

TRC Alarms

QUEUES				More than 15 Actions			
Calls	Problems	BackLine	Brazil Call	Brazil Prob	Crit	High	Medium
1	0	0	0	0	6	48	96

Last Action before (30 days) 01/29/2003

Group	Crit	High	Medium
Total	0	5	82
System	0	2	19
SQL	0	1	11
Web	0	1	23
Other	0	1	8

Bar Chart Data:

Category	Value
Today	13
Yesterday	27
Monday	0
Tuesday	190
Wednesday	57
Thursday	11
Friday	62
Saturday	401
Sunday	142
Old	299

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TrakCare Support Follow-up Surveys

1. Is the problem closed?
2. Were you satisfied with the level of service?
3. Could you rate us on a scale between 1 and 10?
 - ✓ Overall satisfaction with InterSystems
 - ✓ Courtesy/professionalism of the support advisor of this problem
 - ✓ Knowledge of the support advisor

TRC Support Report Card 2009

	GRADE			SCORE				
	YTD	Last 90Days	Last 4Wks	ISC STD	2008	YTD	Last 90Days	Last 4Wks
Customer Satisfaction								
Overall Satisfaction				9.2	8.4	8.6	8.7	8.7
Courtesy/Professionalism				9.6	9.2	9.5	9.5	9.4
Product Knowledge				9.7	9.0	9.4	9.3	9.3
Total	A	A	A	28.5	26.6	27.5	27.4	27.3
SURVEY COUNT						98	60	12

Grading Standards	Weight	A	B	C	D	F
Total Customer Satisfaction	40%	27.3+	26.3-27.3	25-26.3	24-25	<24
Avg Days to Closure	40%	<12	12-14	14-18	18-25	25+
Closure Rate	20%	100%+	97-100%	93-97%	90-93%	<90%

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Support Centers (WRC & TRC)

•Core Technology
•(WRC)

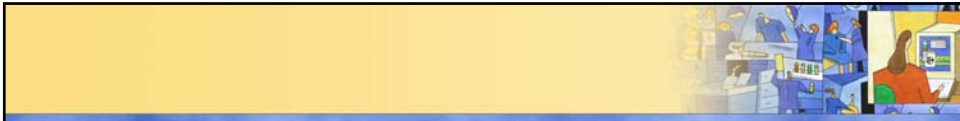
•Applications
•(TRC)

- 7/24 Standard
- 90% are Engineers
- Cambridge Nerve Center
- 7/24 Crisis
- 50% are Functional
- Sydney Nerve Center

- Australia
- Belgium
- Brazil
- Canada
- China
- Czech Republic
- England
- Germany
- Italy
- Korea
- Japan
- Russia
- Spain
- United States

• (Clients in more than 60 countries)

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Questions?

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Thank you

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