

# Honeywell Integrated Security



PRO-WATCH® SECURITY MANAGEMENT SYSTEM

## System Optimization Program

**Honeywell**

The Honeywell System Optimization Program is a comprehensive service program that maintains the health of your systems and ensures that they are running at peak performance. As technology continues to evolve, today's security management systems are increasing in size and complexity. The integration between software and hardware platforms on these systems requires routine service and maintenance to ensure business continuity. The System Optimization Program provides highly skilled support professionals to periodically perform a series of maintenance functions, run diagnostics and make performance enhancements.

The System Optimization Program analyzes all aspects of a system including Operating Systems, Applications Software and database files and structures. The periodic maintenance visits by a Honeywell support professional also gives the customer the opportunity to have a direct connection to Honeywell. Our support professionals will initiate a Q & A session where the customer can ask questions, request a demonstration, or request customization or new features in the products.



When you purchase a System Optimization Program from Honeywell, the following services are available, including a full report of potential issues and recommended action is provided after each system's review.

### **Operating System**

- **Windows Event Log Analysis –**

Honeywell's technical experts analyze the Windows system and event logs on the servers and client computers. Information from these logs can provide detailed information on the health of the day-to-day operation of the system software.

- **System Resources Analysis –**

Honeywell's technical experts fully analyze the operating system for performance capacities such as adequate disk space, CPU utilization and performance configuration. This analysis ensures that the operating system is maintained for peak performance.

- **Operating System Patch Maintenance –**

As new service packs and security patches are released by the operating system manufacturer, Honeywell's software engineers continuously test and verify new releases. Part of the System Optimization visit includes an analysis of current patch application and recommendations for updates. Updates can be recommended to your IT department for implementation or our Honeywell technicians can apply the updates directly.

- **Live System Performance Monitoring –**

Honeywell's technical experts utilize software analysis tools to monitor the live performance of the system. Findings could lead to other investigations and corrective action recommendations.

- **Security and Anti-Virus Analysis –**

Honeywell's technicians analyze the system's current security and anti-virus measures. New security breaches and viruses are continuously discovered, which is why a regular analysis and prevention program is vital to continued operation for any system.

## Customer Relations

### • Customer Q & A –

As Honeywell customers use our systems on a daily basis, they may have requests, questions about products features or may simply want to share information with us. During the regularly scheduled System Optimization visit, our Honeywell technicians sit down with our customers to better understand their needs or requirements. Honeywell may also have new information to share with our customers regarding upcoming product releases, industry technology trends or best practices witnessed in the field.

Note: A full report of potential issues and recommended action is provided after each system's review.

## SQL Database

### • SQL Agent Jobs Report Analysis –

Honeywell technical experts run a SQL jobs report to monitor start and stop times and error logs because the successful completion of scheduled jobs is vital for system performance and continuity. Findings could lead to other investigations and corrective action recommendations.

### • Audit Log Statistics Analysis –

Honeywell technicians run a full audit log report and analyze the data for potential issues such as size, growth rate and records per day. Findings could lead to other investigations and corrective action recommendations.

### • Maintenance Schedule Review –

The SQL maintenance schedule is reviewed on a regular basis to ensure that automatically scheduled maintenance events occur.

### • Database Table Analysis –

Critical SQL database tables are analyzed for abnormal circumstances and integrity. Early warnings to potential critical database errors can be detected through regular data table scrutiny, heading off catastrophic system failure.

### • SQL Patch Maintenance –

SQL software patches, released by Microsoft®, are also continuously tested and verified by Honeywell's software engineers. Part of the optimization program visits include an analysis of current patch application and recommendations for updates. Updates can be recommended to your IT department for implementation, or our technicians can apply the updates directly.

### • SQL Database Properties Review –

A regular review of the SQL program configuration and parameters are performed. This helps ensure that the system is running at optimal performance and prevents any database related problems from developing. Changes may be required based on the analysis data from other integrity checks.

## Application & Database Analysis

### • Software License Statistics –

Software licensing determines the system reader, client and badge station capacities for the system. A regular review ensures the system is not at capacity which may cause system failure.

### • Analyze Critical Data Logs –

Data tables such as unacknowledged alarms and application event log data tables must be regularly reviewed and maintained. Because of the fluctuation of system use, a regular analysis of these tables and maintenance methods should be performed. Honeywell technicians provide a detailed analysis while recommending and implementing any necessary modifications.

### • Database De-fragmentation –

Regular database maintenance includes an index de-fragmentation. Honeywell technicians perform this de-fragmentation on the application database to ensure it continues to run at optimal performance.

### • Recompile Database Indexes –

Recompiling database indexes on a regular basis ensures that database queries (reports) continue to perform at optimal speed. Honeywell technicians perform regular index recompiles to ensure the system maintains optimal performance.

### • Update Database Statistics –

Update statistics for all indexes in the database. Statistical information is used by the query processor to determine the optimal strategy for evaluating a query. When statistical information is out of date, performance may be degraded.

### • Database Sizing Configuration Review –

Because of the dynamic nature of security systems, database sizes and requirements can change on a regular basis. Honeywell technicians review the current database size, utilization and growth trends and make configuration adjustments as required.



**For more information:**

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NE06039  
L/MAINTBROC/D  
January 2007  
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