



## Server Performance & Care Plans

Your business' servers are the life blood of your organization, giving you real-time data and access to analysis so you can make important business decisions. Just as you schedule regular maintenance for your vehicle and yourself with an annual doctor visit, you need to give your servers the same care and attention. You depend on them to run at optimal speed so your team can work efficiently without interruptions during the day. You also need to know that if your server fails, the Recovery Model you have in place is reliable.

If you are experiencing any of the symptoms below, let The Resource Group help maintain your servers so you run at optimal performance.

### Common Symptoms You Might Experience Today

- Poor performance when running SmartLists and other queries
- Database issues or slow posting batches
- Windows for your applications open slowly



### System Performance Review

*Includes a one-time performance review and recommendations on the following:*

- Gathering of hardware information on CPU, Memory, Network Card and Storage.
- Evaluation of the Operating System to check Disc, CPU, Memory, Network and SQL Server Locks.
- Gathering of SQL information.
- Written recommendations for optimal on-going server performance.

**\$1,200 One-Time Fee**

*This service is highly recommended to complete prior to enrolling in the Monthly Server Care Plan.*

### Monthly Server Care Plan

*Includes a monthly performance review of the following:*

- Inspect SQL backups
- Detect corruption
- Detect physical file fragmentation
- Manage indexes and statistics
- Inspect Windows event log
- Manage data and log file growth

**\$400/month for first server**

*\$200/month for each additional server*

Contact Your Customer Account Manager at 425.277.4760 to Enroll

# Learn More About Server Performance & Care Plans

## System Performance Review

### **Why Complete Before Enrolling in the Monthly Server Care Plan?**

Once the state of the server is assessed, you can proceed to implement recommended configuration, software, or physical changes to the server. The results of the operational review can then be incorporated into the Monthly Server Care Plan if deemed appropriate.



## Monthly Server Care Plan

### **Inspect SQL Backups**

After a backup plan is created and implemented, it will need to be checked periodically to make sure the data is actually being backed up. The SQL logs will be inspected and any errors reported and investigated.

### **Detect Corruption**

When the SQL Server encounters a critical failure, data in the databases may become corrupt as a result. Even though SQL Server has mechanisms that ensure data integrity after such a failure, there are times where corruption still occurs. It is desirable to find corruption as soon as possible because data restoration may be a viable choice in resolving major corruption. If the corruption can be solved without data loss, then a backup will not be needed. Either way, corruption should be dealt with as soon as possible. Routine SQL jobs should be running at regular intervals to detect corruption. The results of these jobs are inspected and the error messages reviewed if found.

### **Detect Physical File Fragmentation**

SQL Server databases are located physically on the hard drive. If these files are not contiguous on the disk, it will take more effort to retrieve the same data. Planning ahead is a good way of minimizing physical fragmentation. If fragmentation is found, the value of fixing will be evaluated. The degree of fragmentation determines what steps need to be taken to resolve the problem. Once fragmentation is eliminated, steps need to be taken to prevent it from happening. These steps will not always be the same for every environment.

### **Manage Indexes and Statistics**

Index fragmentation occurs inside the SQL files. Over time indexes become fragmented as the database is used. Reorganizing or rebuilding the indexes, puts them in a more optimal order which eliminates unnecessary searches to retrieve the data. It may also free up space because the wasted space is reused. Updating statistics is done with a SQL job that runs periodically in order to make sure the statistics are updated with current data. Even though statistics are automatically updated by default, the SQL job will make sure to pick up anything that may have been missed.

### **Inspect Windows Event Log**

The Windows Event Log holds informational and error messages regarding different software on the server. These can be periodically reviewed in order to determine if there is anything outside of Dynamics GP that is causing errors on the server. Depending on the complexity of the error recorded, it may be a simple fix or further investigation may be required. In general, the goal of the event log review is not to fix every single issue that comes up, but rather to catch any major issues that will affect or potentially affect the SQL Server and, in turn, Microsoft Dynamics GP.

### **Manage Data File Growth**

As more and more data is processed by your business, the size of your databases will increase. The physical files should be managed so that this growth is dealt with accordingly. Upon inspection of the current files, future growth can be estimated. As this is an ongoing effort, an estimate will need to be adjusted to accommodate growth over time.

### **Manage Log File Growth**

The transaction log file holds the changes that occurred to the data. If a full recovery model is used, the transaction logs should be monitored for physical growth and logical fragmentation. The log file also needs to be checked to ensure it is properly truncated.

Learn about our Server Performance & Care Plans by calling 425.277.4760, visit [www.resgroup.com/server-care-plan](http://www.resgroup.com/server-care-plan) or email [info@resgroup.com](mailto:info@resgroup.com)