



**EXPERT
SERVICES**

Upgrade Assessment

Preserve and extend your investment

Key Business Outcomes

Understand the full value and benefits from an upgrade with minimal disruption.

Key Services Features

- Upgrade proposal
- Training needs analysis
- Out-of-the-box assessment
- Customization inventory

Special Notes

The duration of this service may vary based on many factors including, but not limited to, the complexity of the environment. The information above is a general description of professional services that One Identity Services may provide during the engagement. The actual services to be provided will be as stated in the order for such services.

Get Started

To start your professional services engagement today.

Contact an Expert

Let the One Identity Services (OIS) expert help you come up with a clear upgrade plan tailored to your specific environment with minimal disruption. An upgrade assessment is ideal for customers who are looking to:

- Understand the full value and benefits from an upgrade
- Leverage new functionality and reliability
- Improve scalability
- Simplify and improve operations
- Mitigate risks
- Upgrade from a version that is no longer supported

Overview

The Upgrade Assessment service offering is designed to help customers develop a business case for internal stakeholder and scope for a smooth solution upgrade.

The assessment provides a foundation for the upgrade, which can be executed by a certified partner or an OIS expert (additional engagement required).

Activities

- Upgrade proposal document tailored to your specific environment
- Training plan recommendations to empower your staff
- Outline of customizations that can be removed based on new functionality
- Identify new features and functionality that are part of the upgrade

Prerequisites

The activities will be performed remotely Monday through Friday, 8 a.m. to 5 p.m. (in the time zone of the assigned consultant) excluding holidays.

- On-Site engagements are available upon request; Customer is responsible for travel and expense
- Customer must commit the appropriate technical resource(s) to complete the activities and deliverables
- Customer must provide One Identity with adequate and appropriate access to servers, systems, and data as required.
 - A checklist of these requirements will be provided.
- Customer identifies a single point of contact to ensure that all tasks are completed within the specified time.

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