

Zetafax Healthcheck

The Zetafax Healthcheck ensures smooth running of your Zetafax solution, and identifies potential issues before they become problems.



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Ensuring that your fax server performs optimally is vital to the success of your business. After all, downtime could result in missed communications or sales orders, reduced customer satisfaction and an ultimate effect on your bottom line.

The Zetafax Healthcheck has been designed to identify issues within your fax server environment that may otherwise have gone undetected - helping you to prevent them from becoming critical problems in the future.

Zetafax Healthcheck

Our experts will consider the needs of your business and perform a full technical analysis of your Zetafax system to ensure that it is performing as expected. They'll provide a detailed technical report before discussing suggested improvements with you – so you can be confident your Zetafax system is ready for business.

How long does it take?

Depending upon the size and complexity of the system, a Zetafax Healthcheck typically takes around half a day to complete the checklist, write up the recommendations and then discuss these with you. Ordinarily, you will need to be directly involved for less than an hour of this.

What is involved?

Built on over 20 years of experience, the Zetafax Healthcheck process is a comprehensive best-practice checklist that allows our experts to make optimization recommendations tailored to your environment. The areas assessed may vary from system to system but are likely to include:

- Review of Server configuration and the settings that have been chosen
- Check that latest updates, service packs and patches have been applied
- Investigate Server logs, looking for errors or issues
- Monitor fax queues, noting the number of retries and waiting times
- Assess the file structure, looking for users with large numbers of old messages or very old archives
- Review privacy settings (e.g. archive security and security settings for individual files)
- Confirm personalized coversheet is set up and tidy any superseded coversheets
- Confirm that the letterhead and continuation page are properly configured
- Check the Server restart time and the effect of old messages

Customer Testimonials

“The Equisys Zetafax Healthcheck was a life saver. It identified a key problem with our lines which we would never have captured otherwise. It's great to have peace of mind that our system has been given the once over by the experts.”

Jeff Shelley, IT Manager, Pharmacy Plus.

“I have to say yours is among the best support team I have dealt with in years, Your team's knowledge, response and friendliness are fantastic.”

Lee Wrall, Digital Vision

“In my role as a service engineer and reseller, I talk to technical support from many software manufacturers, and it seems the bar has been raised in recent years. I congratulate Equisys for helping to set a new standard that makes owning and servicing technology so much more bearable and positive for my peers and clients.”
Innovative, Inc.



What do you get?

Each Healthcheck comes with a full written report outlining the issues found by our experts and a one-to-one debrief where we'll take you through the recommended course of action for each item.

Next steps

To book a Healthcheck or for further information, contact Equisys on the details below or speak to your reseller.

System Requirements

For details of supported platforms and other system requirements, please visit:

www.equisys.com/zftechinfo

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