



# TABLEAU SERVER HEALTH CHECK

We believe that in data-driven organisations, people rely on the ability of Tableau Server to deliver the information on-demand without a hitch. As reports & data evolve over time, it is essential to monitor the historical and overall Tableau Server performance, mitigating any issues that come about as a result.

From the software to the hardware, it is crucial to identify any peaks and troughs in server performance along with other background issues that occur from time-to-time, effectively contributing to long-term server performance issues.

## What do we offer?

Billigence offers three packages differing by their assessment depth. Each health check starts with our Tableau Server Specialists conducting a one-hour remote interview with up to four key members of your team, aiming to identify pain-points, blockers & ongoing issues that affect the reporting processes.

Our goal is to help your organisation meet its needs and support its vision of data-driven culture by:

- Increasing user satisfaction and user adoption rate
- Improving allocation of server resources and licenses management
- Enhancing security, streamlining auditing processes and reports
- Increasing server stability, reliability & uptime

## Bronze Package

- Initial 1-hour interview (up to 4 stakeholders)
- Analysis of Tableau Server activity \*
- Report about the overall state of 1 centralised Tableau Server instance
- List of recommended changes
- List of recommendations to address stakeholder issues

\* Administrative user access to Tableau Server is required

## 1-day service (ideal for 5+ seats Server)

Following the initial interview uncovering pain-points and blockers, we analyse several data points across the server, identifying bottlenecks that could be contributing to slow performance. We look at Views, Traffic & User Actions, Data Sources, Extracts, licensing and other stats.

Improve server and viewing performance through the feedback we provide and get more out of your server resources through recommended changes.

## 2-days service (ideal for 50+ seats Server)

This second option comes with all the benefits of the Bronze Package, adding hardware telemetry analysis on top.

Understanding the historical behaviour of your Tableau Server hardware activity provides the full picture necessary to effectively plan for upgrades, migrations or distribution of server processes across separate nodes and deploying a distributed Tableau Server architecture.

## Silver Package

- Initial 1-hour interview (up to 4 stakeholders)
- Analysis of Tableau Server activity \*
- Analysis of Tableau Server telemetry data \*\* (CPU / Memory / Disk Usage, Requests & Sessions, User Actions, Background Jobs...)
- Report about the overall state of 1 centralised Tableau Server instance
- List of recommended changes
- List of recommendations to address stakeholder issues

*\* Administrative user access to Tableau Server is required*

*\*\* Administrative user access (+ potentially VPN) is required to access the machine hosting the server*

## Gold Package

- Initial 1-hour interview (up to 4 stakeholders)
- Analysis of Tableau Server activity \*
- Analysis of Tableau Server telemetry data \*\* (CPU / Memory / Disk Usage, Requests & Sessions, User Actions, Background Jobs...)
- Load-based simulation test plans
- Analysis of server log files \*\* (VizQL errors, HTTP request logs, HyperQuery activity...)
- Report about the overall state of centralised or distributed Tableau Server instance
- List of recommended changes
- List of recommendations to address stakeholder issues
- Custom Resource Planning Dashboards (Sites, Projects, Data Sets, Workbooks, Sheets, Hits...)
- Training and support provided with resources planning activities

*\* Administrative user access to Tableau Server is required*

*\*\* Administrative user access (+ potentially VPN) is required to access the machine hosting the server*

## 5-days service (ideal for 75+ seats Server)

On top of all the benefits of Bronze and Silver Packages, this option will help you plan & prepare for large-scale, enterprise-wide deployments.

We run load-based simulations on your server environment against a test plan which tests its capabilities to handle the expected user activities and network traffic.

Using our custom-built tools, we look further into server's telemetry, giving you recommendations on how to better optimise it and providing you with a detailed picture of both network traffic & background data processes.

Where necessary, we also setup additional performance monitoring capabilities to enrich the feedback we provide, helping you make better resource planning decisions.