

IT EVALUATION REPORT CARD

Evaluating IT Systems through a Comprehensive Survey



Evaluation Period: Q1 2026

Evaluation Tier: Survey (Complimentary)

Overall Performance Summary

Category	Status	Key Findings
Facilities	Strong	World-class facility
Equipment Management in Rack	Fair	Good foundation, minor improvements needed
System Visibility	Strong	Significant monitoring
Production Infrastructure	Strong	Current equipment meeting business needs
Backup & DR	Critical	No ransomware protection for SaaS products
Supportability	Strong	Current support contracts
System Resilience	Fair	Issues with HA configurations

Detailed Evaluation Results

● Strengths

- **Facility Excellence:** World-class data center with 24/7 security and proper access controls
- **Rack Management:** Clean, organized, and properly secured equipment placement
- **Power & Cooling:** Adequate capacity and airflow management
- **System Visibility:** Strong Monitoring suite

● Areas for Improvement

- **Cable Management:** Opportunity to enhance organization and labeling
- **Equipment Documentation:** Room for better asset tracking and identification

● Critical Issues Requiring Immediate Attention

Backup & DR: SaaS products are being operated without backups

Overall Grade: B+ | *Invest in Backups for SaaS now, OpEx project with timeline of less than 30 days*

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