Technical Health Check

A rapid technical assessment, root cause analysis, and improvement recommendations for your Segment workspace

Overview

A robust analysis of your segment workspace around 10 health dimensions to **evaluate key trends and root causes.** From that analysis we will provide strategic recommendations on how to fix "red flag" trends identified in your workspace.

Outcomes

A Clear Analytical Picture
Of your workspace health across 10 key dimensions

Identified Drivers
Of "red flag" trends (the "Why")

Strategic Recommendations
On how to bring problem-metrics back to green

Analyses included

▸ **Utilization against limits**
Such as MTUs, API calls and Throughput

▸ **Unique Events & Properties/ Event Counts**
Across all of your Segment sources compared to benchmarks

▸ **Source & Destination Volume**
Quarterly trends to uncover shifts, dips and surges

▸ **Source & Destination Variety**
Quarterly trends across categories and types

▸ **Integrations Count**
To assess depth & breadth of your source-destination connections

▸ **Quarterly Active Workspace Users**
To evaluate your team's engagement in the Segment workspace

▸ **Open & Closed Tickets**
To validate all platform questions have been addressed

Best if you're...

▸ Approaching your Segment anniversary

▸ Concerned about the health of your workspace

▸ Considering adding new teams or BUs into your workspace

▸ Unsure about how well-adopted Segment is within your organization

Pricing: Ask your Segment salesperson

Timing: Typically 2-3 days

Led by: A Segment Solutions Architect

Required from you (and time commitments)
Business stakeholders to attend readout (1h)
Marketing & product team owners to attend readout (1h)
BI, Engineering & Data Ops owners to attend readout and potentially implement changes (varies)

For more information *please contact our sales team or visit segment.com/services*

Technical Health Check

Engagement Details

Approach

▸ **Audit**
Your workspace against our rubric

▸ **Analyze**
Key trends and root causes

▸ **Present & Discuss**
Our analysis & recommendations

Question	Green Score
1) Data	
Overall Utilization	70-90% of limit
Event count	50-200
Props per Event	10-200
2) Stack	
Source Variety	3+ types
Source volume trend	Trending up QOQ
Integrations Count	Trending up QOQ
Destination Variety	4+ types
3) Team	
New Quarterly Active Uesrs	increasing QOQ
Outstanding Zendesk Tickets	None--all resolved
Outstanding JIRA Tickets	None--all resolved

Artifacts

Insights Deck
Summarizing our analyses, findings and prioritized recommendations

How this compares

to other Segment Advisory Audits

	Technical Health Check *Rapid Insights*	Lite Audit *Events Assessment*	Full Audit *Complete Assessment*
Workspace Health Assessment	✓	✓	✓
Health Improvement Recommendations	✓	✓	✓
Cross-Source Schema Assessment	✕	✓	✓
Event Naming Reconciliation	✕	✓	✓
Event-Prop Inventory	✕	✓	✓
Identify Trait Inventory	✕	✓	✓
Event Consolidation Recommendations	✕	✓	✓
Full CDP Architectural Assessment	✕	✕	✓
Pains/Gains/Goals Fears Assessment	✕	✕	✓
Current/Future Data Flow Diagrams	✕	✕	✓
Refined Architecture Recommendations	✕	✕	✓
Timing:	**2-3 days**	**1+ weeks**	**3+ weeks**
Pricing:		*Ask your Segment salesperson*	

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