

Customer Name
Studio Customer Example

Date
13-Sep-19

Technician
Andrew Keast

TechEx Studio Solution

Tech:Ex Pro Support - Studio Health Check

Support Area	OK	Advisory	Immediate Attention
Infrastructure Hardware			
Computer Model	Dell	✓	
ServiceTag	HG556RZ	✓	
Support	3 Year Pro Support		Only 6 months left of 3 year Pro Support. Consider warranty extension or new PC to give cover for year 4
Hardrive 1	500GB SATA	✓	
Hardrive 2	1 TB SSD		Drive 95% full. Remove/archive files to ensure continued operation of video analysis software
Graphics Card	AMDW600	✓	
Infrastructure Software			
OS version	Windows 7		V1 Pro latest software release is not able to run on Windows 7
Windows updates		✓	
Driver updates		✓	
Antivirus & Security		✓	
Remote Support Software			Recommend setting up unattended support to allow us to provide better support
Other			
Display Hardware			
Number of Monitors	4	✓	
Projector	NA		Lamp Life expired - Replace to avoid failure
Camera Hardware			
Camera Model	Basler 210FPS		This model is now un supported by V1. Consider a future upgrade to gain benefits of USB3 HD camera technology
Camera Type	GigE		
Camera Qty	2		
Core Technology			
Trackman	TM4	✓	
FlightScope			
Other			
SAM PuttLab	PuttLab 5		Explore option of upgrading to PuttLab6 to gain benefits of latest version 6 release
SAM BalanceLab			
SAM Balls Tracker			
V1 Video Analysis	V1 Pro HD	✓	Reccpommend training session on all features of Professional Solutions
ZEN			
GEARS			
KMotion			
PuttView			
Boditrak			
TruGolf			

Comments

Overall all systems are functioning well. The set up was installed in 2016 so reaching 3 years in Dec 2019.