

# APPLICATION PERFORMANCE ASSESSMENT

As your organization grows and adopts new technologies to support business objectives, infrastructure performance can be compromised. Increased demand and usage across the network can put a strain on your applications, reducing business productivity and sapping valuable time and resource to fix and maintain.



Teneo's Infrastructure Optimization experts can help you to reduce costs and performance inefficiencies by helping you to assess, evaluate and optimize your network and application infrastructures, providing you with new, innovative ways to address your IT challenges.

## APA Overview

Teneo's Application Performance Assessment Service (APA) provides you with the expertise your business needs to understand and improve utilization of your current assets across your IT environment.

Teneo experts provide visibility of application, server and network activity, helping you make informed decisions related to performance, upgrades and infrastructure change.

APA is part of Teneo's Analyze and Evaluate Professional Services Methodology and is an excellent fit for customers that are currently rolling out new applications, upgrading hardware or WAN links, trying to resolve undefined performance problems or requiring immediate information on how application performance is impacting users.

## Key Service Benefits

- ▶ Maximize your IT spend by making informed decisions based on network and application performance capabilities
- ▶ Improve end user experience by understanding how to resolve the most significant application performance bottlenecks and delays
- ▶ Manage and control user demand based on an understanding of departmental and geographical use of application services
- ▶ Maintain network and infrastructure efficiency by identifying underused servers
- ▶ Improve operational performance by planning for business growth
- ▶ Get best practice advice and recommendations on building your business case for improvement
- ▶ Reduce risk and improve network performance by proactively identifying potential issues before they happen

## How APA Works

Teneo will dedicate a Consultant to work with your internal team to investigate the application and network infrastructures, provide a statistical analysis of performance, identify the contributors to any performance issues and make recommendations on how to best address the root cause.

APA is a flexible consultancy service, designed so that organizations with restricted budgets, or those with specific projects, can benefit from leading edge analytics tools used by some of the world's largest organizations.

Teneo's experience in deploying these tools efficiently and interpreting the results will make a valuable addition to the skills that you already have in house.

## Duration of Service

Following an initial Infrastructure Discovery session, Teneo will provide a recommended timescale for APA completion to enable the right amount of data to be collected from multiple devices, endpoints, sites or locations, therefore maximizing assessment results.

Typically, data is gathered over a 30 day period. The main deliverable from the service will be a written report and formal presentation to your key stakeholders based on our findings and recommendations.

To enable data collection, Teneo will install analysis equipment in strategically placed data collection points on the networks that are to be monitored.

During subsequent visits to your sites, Teneo will retrieve report information and move the analysis equipment as required.

On completion of the data collection phase, Teneo will decommission the equipment.

## Analysis & Evaluation

Analysis and evaluation of the network and application environments is tailored specifically to the areas you wish to address.

A comprehensive plan is then drawn up in line with performance benchmarks and reports created in line with the subjects you have chosen to measure.

## APA Service Areas

- ▶ End User Experience Monitoring
- ▶ Application to Database Server Performance Analysis
- ▶ Application Server Performance (CPU & Memory Utilization, I/O Rate & Wait Time)
- ▶ Load Balancing
- ▶ Client Performance
- ▶ Network Performance (Latency, Bandwidth, Protocol & Congestion)
- ▶ Bottleneck Identification

## Teneo Professional Services Methodology

Teneo's Professional Services are designed to help you find strategic solutions to today's business challenges. Our flexible services follow a proven, three-staged approach to help you maximize investment in your IT operations:

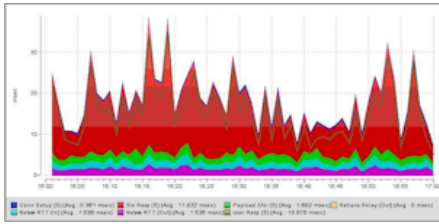
- ▶ Analyze & Evaluate
- ▶ Architect & Implement
- ▶ Optimize & Manage

Teneo works in partnership with its customers, providing skilled technical resources to act as an extension of your own IT staff.

## Detailed Reporting

Teneo's APA service will provide your organization with valuable insight around key performance failings with detailed analysis of current metrics and processing rates. Our Consultants will collate information around the areas we have agreed to investigate, providing analysis in both graphical and written format, to enable the refinement of future SLA's to the business.

Our reports are designed to give you greater visibility on real time WAN usage and protocol breakdown, allowing you to automatically pinpoint when and where problems are occurring for fast resolution.



Oracle Database Server Performance

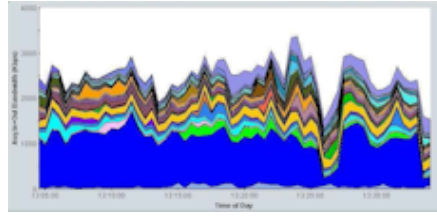
We will focus in and provide specific, individual reports on any significant findings, as well as include a comprehensive Overview Report with our recommendations and suggestions for extracting the best value from your existing environment. In addition, our team will support you in creating a business case for any further consultancy or implementations.

Get valuable insight on any combination of the following areas and more:

- See exactly which applications are being used and by whom
- Identify and quantify the impact of non-business and unwanted traffic before unnecessarily upgrading network links
- Ensure the most effective deployment of QoS
- Understand normal application performance through historic baseline
- Measure the before and after impact of infrastructure changes and validate their effectiveness
- Identify "hot spots" on the network by capturing an overview of the top interfaces, protocols and hosts
- Have the flexibility to define applications as a combination of ports, IP address, or Type of Service (ToS)

## APA Customer Scenarios

"We used APA to understand congestion on one of our main WAN links. APA narrowed the problem down to a misconfigured device, so avoiding the need for a costly WAN upgrade."



Bandwidth Utilization By Site

"We wanted to understand the root cause of poor performance on a key application. APA gave us valuable insight into hardware and network load, which showed that our existing infrastructure was performing well; information that we were able to take back to the application vendor."

## Teneo Consultancy

Teneo has over 10 years of experience analyzing and optimizing network infrastructure environments for a broad range of customers.

Our extensive list of specialist partners means we have fully qualified internal skills across many solution sets, making us ideally placed to advise you around industry best practice, drawing on realistic experiences from our knowledge bank of user scenarios.

## Additional Teneo Services

Teneo offers a portfolio of services that includes:

- Network Infrastructure Assessment
- Business Case Build
- Solution Definition
- Installation
- Training/Knowledge Transfer
- 24x7 Support & Maintenance
- Post-Implementation Audit
- Remote Managed Services

To discuss Teneo services or arrange a service definition workshop, please contact your local Teneo office or chat to us live via our website.

## About Teneo

Teneo is an Infrastructure Optimization specialist with worldwide reach, focused on helping businesses to meet corporate and IT objectives through accelerating the performance of global network infrastructures, improving user productivity, automating management within the Data Center and lowering overall IT costs.

With over 1500 customers on an international scale, Teneo understands the challenges of supplying, deploying and managing technology over widely distributed locations and offers a range of innovative solutions and services to help businesses not only achieve this but also realize the full cost saving potential of their technology investments.

With many years of experience and numerous accreditations and awards to its name, Teneo is the right choice of partner for you. With a consultative approach and a portfolio of carefully selected, industry-leading technologies, Teneo's willingness to engage in technology evaluations, excellent customer service and fully trained technical team set us apart from the competition.

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