

## Managed Services

Partner with Precise experts to accelerate ROI without the overhead.

Choosing a performance management solution from Precise is the first step towards proactively optimizing business transaction performance. Yet your IT organization may not have enough resources to gain the most value from an application performance management solution. Precise Managed Service Provider (MSP) is a cost-effective solution which takes the burden off IT staff while giving your team instant access to decades of application performance management expertise.

### Maximizing the value of Precise Software

Application performance management affects all facets of an enterprise's IT structure. Providing the right data, to the right personnel, right when they need it is critical.

Precise Managed Service Provider helps you get up to speed faster. The service accelerates the initial implementation and increases efficiency through 24x7 management of your Precise TPM solution. Your IT organization also gains the opportunity to partner with Precise experts to become performance management power users.

### What is Precise MSP?

Precise MSP is a remotely delivered service where the customer owns and hosts the infrastructure, while Precise MSP installs and manages the software on top of this infrastructure. Precise MSP monitors the system availability 24x7 and provides round-the-clock support of Precise software, including applying patches, hot fixes and performing upgrades.

As an integral part of the service, Precise provides frequent review sessions to educate your team on product features and best-practice processes for application performance management. These sessions enable your team to better leverage Precise performance data and communicate it to other members of the business and technical community. Precise MSP helps put performance data to work, by helping you configure Precise service level agreements (SLAs). These SLAs ensure critical transactions perform according to business expectations, and highlight any issues occurring from changes in the application environment or from user demands.

Many customers only consider using their TPM solution when a performance problem arises. To be most effective, TPM should be part of a continual process of application optimization. By partnering with our experts, Precise MSP provides customers peace of mind that their applications are running optimally while freeing IT staff to focus on more strategic projects.

### Benefits

» **Focus** on core competencies and reap all of the benefits of Precise MSP with none of the management overhead.

» **Reduce Costs** and free up IT budgets for other initiatives.

» **Gain Expertise and Best Practices** on activities such as building reports, fine-tuning alerts, setting thresholds, and performance analysis with remote mentoring and partnership with your TAM

» **Lower Risk** by leveraging our high-level expertise and yearlong round-the-clock infrastructure support of Precise software, ensuring your critical performance data is always at your fingertips



## Analyze. Optimize. Repeat.

Precise MSP customers benefit from Precise's proven expertise and documented best-practice methodologies, providing a simple path to performance management.

### Phase I – Installation

- Set up VPN access
- Install required Precise management components on customer infrastructure
- Instrument applications and dynamically discover transactions

### Phase II – Baseline

- Help customer map critical business transactions
- Model customer data, fine-tune the instrumentation of transactions and establish a performance baseline
- Identify top opportunities for performance tuning and provide mentoring on how to navigate and drill down on performance issues through the Precise GUI

### Phase III – Data Delivery

- Interview key stakeholders to establish how the performance data can be most effective through the use of Precise dashboards, reports and alerts
- Produce the initial set of reports, dashboards and/or alerts while mentoring the customer to be able to produce these on their own in the future

### Phase IV – Ongoing Education and Optimization

- Mentor customers on TPM methodology and product use
- Help customers continue to leverage performance data more effectively

## Benefits of Precise MSP

**Peace of mind** – Never again ask “What happened to the billing application yesterday?”, and get four different answers. The Precise Performance Management Database (PMDB) and MSP help you to discover what went wrong, how to fix it, and validate that the fix is effective.

**Short time to value** – Within weeks, baseline reports highlight performance issues so that application teams and vendors can focus on critical improvements. This eliminates the TPM learning curve, eliminates guesswork, and positions your team to incorporate performance management in to daily operations.

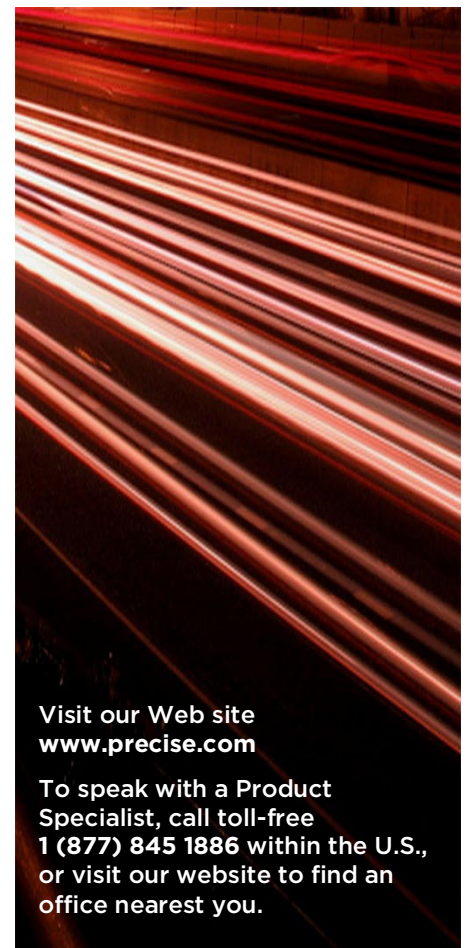
**Zero Operational Overhead** – Supported by our experienced MSP consultants and 24/7 Precise Network Operations Center (NOC), both you and your Precise MSP Technical Account Manager (TAM) always have access to a detailed, continuous flow of performance data.

**Performance Management Expertise** –The Precise team has been tuning applications for more than 10 years. Precise MSP allows us to put our expertise to work for you immediately, while also giving us frequent opportunities to educate your staff.

**Secure** – Rigid physical and network security processes are in place to make sure your performance data stays where it belongs: safely inside your datacenter.

### About Precise

Precise delivers transaction transparency, fastest time to repair and game-changing problem prevention to customers worldwide. With Precise, business and IT can clearly see where critical transactions spend time and how well they are performing against business expectations, providing a whole new perspective on complex IT infrastructure.



Visit our Web site  
[www.precise.com](http://www.precise.com)

To speak with a Product Specialist, call toll-free 1 (877) 845 1886 within the U.S., or visit our website to find an office nearest you.