

Professional Services

APM Experts. Customer Advocates. Trusted Advisors.

Choosing a performance management solution from Precise is the first step in taking control of your enterprise applications. However, simply choosing our best-of-breed management software isn't always enough to ensure success today. You need a partner in your drive to succeed. Someone with expert knowledge of Precise's software. Someone with years of experience and hundreds of successful implementations under their belts. You need Precise Professional Services.

Maximizing the Value of your Precise Purchase

Application performance management affects all facets of an enterprise's IT structure and often requires intricate coordination and implementation. Providing the right data, to the right personnel, right when they need it is critical. Precise Professional Services helps customers maximize their investment by providing architecture, deployment, customization and tuning services.

Precise consultants strive to understand the objectives and application performance management strategies for each of its customers. Our knowledge of, and experience with Precise products are unequalled, so we give customers of all sizes the tools, information, and assistance they need to make their Precise implementation a success.

What is Precise Professional Services?

Precise Professional Services has been implementing APM solutions and consulting with Fortune 500 customers since the company launched in 1990. We are committed to helping customers meet their application performance management needs by offering unparalleled product expertise, as well as hands-on experience designing, deploying, and managing integrated application management solutions.

Our team of consultants works closely with product developers, training staff, and consulting partners to provide tailored solutions to customers. In addition to our technical services, Precise consultants act as customer advocates—trusted, knowledgeable advisors who provide direction and guidance in the specialized field of performance tuning. As true customer advocates, Precise consultants are trained to look at your entire technical and business situation and suggest the best course of action.

Benefits

01 Accelerated Deployments

because our consultants have experience deploying Precise solutions across many different environments.

02 Customer Advocacy

in our assessment of risks, options and solutions for complex application management environments.

03 Proven Methodology

that encompasses all phases of an enterprise project: management, discovery, architectural design, implementation and deployment, closure, and handoff.

04 Best Practices

and proven methods for delivering successful Precise Application Management solutions.

05 Project Management

to manage the life span of the project, from design through implementation and ongoing management.

06 Technical Expertise

necessary to successfully integrate Precise software into your organization.

What is the Precise Performance Methodology?

The Precise Performance Methodology (PPM) is the synthesis of years of experience in bringing application performance data to those who need it most. A performance management database (PMDB) packed with unusable or unused metrics is a waste of time and resources. The PPM helps customers maximize the value of their Precise solutions.

The PPM is a standard, repeatable, best-of-breed methodology based on proven best practices. The PPM is continually streamlined and refined using both internal and customer feedback, and encompasses the following phases:

- **Phase 1: PMDB Deployment** – Performance Management is a data driven discipline. The process starts by deploying the appropriate technology and processes to ensure data availability, accuracy, and consistency.
- **Phase 2: Business Transaction Modeling** – Once data is being collected, we help customers in understanding how their business is modeled in the performance data. This phase includes education, mentoring, and workshops that allow the customer to better utilize performance metrics.
- **Phase 3: Performance Management Practice Integration** – Turning this business transaction knowledge into actionable information allows your team to put this information to best use. We assist by consulting on key business metrics, and defining normal performance behaviors, thresholds, alerts and reports to ensure visibility to those that need it.
- **Phase 4: Business Service Assurance** – By leveraging all of the foundational work that has been done previously, Precise works with your team to ensure the information and processes are in place to proactively manage your critical business transactions. This means setting and monitoring business-oriented SLAs, analyzing capacity needs and ensuring that your team can focus on driving business results and not on unexpected application outages.

How do I contact Precise

You may contact Precise Professional Services in the following ways:

- Call us at +1-877-845-1886
- Send an email to sales@precise.com

Application performance management is critical to your business goals. Your success is critical to ours. Precise Professional Services is the perfect partner for success. Let our knowledge and experience work for you. Contact us today.

Services Programs

» **JUMPSTART** We leverage process, expertise and years of experience to accelerate your initial implementation. When we're done, your software is ready to use. Period.

» **UPGRADE** Get current on Precise solutions. Upgrade packages help you plan and execute your upgrade, and educate you on new product features and benefits.

» **DATA DELIVERY** Ensure your Precise APM solution provides the right data to the right people. Includes:

- » Requirements analysis and Solution design
- » Implementation and Deployment
- » Data Delivery and Reporting

» **PERFORMANCE ASSESSMENT** Find application bottlenecks, determine root cause, or get a better understanding of your applications performance.

» **REMOTE MENTORING** Available in easy-to-use blocks of time, remote mentoring gives you access to a Precise expert over an extended period of time. The sessions will help establish APM functionality and processes, while your team adds performance based analysis to their skill set.

» **TRAINING** From informal workshops to structured, classroom based offerings, we provide courses ranging from administration to data analysis and application tuning.



Visit our Web site
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.