

Transaction Performance Management as a Service

Optimize applications and storage for business transaction performance

Ensuring the performance of critical storage and application infrastructure has become increasingly important, time consuming, and complicated. Over 1,000 companies around the world depend on Precise Transaction Performance Management (TPM) solutions to automate manual and error-prone performance management processes and ensure quality of service for their mission critical applications.

Precise TPM

Precise tracks the path of transactions from end-to-end, storing both the business context and performance details from each tier to the Precise Performance Management Database (PMDB™). By correlating these requests with the files, devices, or disks being accessed, Precise detects performance or contention problems anywhere along the transaction path.

TPM as a Service

Many companies who care deeply about application performance lack the expertise or personnel required to properly manage it. For those companies, Precise provides an alternative way to ensure application quality of service.

Precise “TPM as a Service,” or TaaS, is an easy and effective way for companies to instantly benefit from our best-in-class APM solution and leverage our years of experience to proactively control application performance. Transaction Performance Management as a Service (TaaS) is a managed service subscription that does not require any additional purchase of software license or maintenance. TaaS includes everything a customer needs to improve application performance.

As an integral part of TaaS, the Precise Managed Service Provider (MSP) 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 TaaS 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 MSP experts, Precise TaaS provides customers peace of mind that their applications are running optimally while freeing IT staff to focus on more strategic projects.

Benefits

- » **OPTIMIZE** database, application, server and storage performance of critical business transactions whether OLTP, batch or B2B
- » **RECEIVE** bi-weekly reports detailing the performance of business transactions, the impact of application and infrastructure changes, and data migration to SATA, HDD, or EFDs
- » **IDENTIFY** high priority data and transactions to ensure quality of service
- » **ISOLATE** the root cause for application performance problems
- » **CORRELATE** performance problems for one application, transaction or device with other transactions to avoid collateral damage
- » **SUPPORTS** all major packaged applications (SAP, Oracle E-Business Suite, PeopleSoft, Siebel), custom applications (J2EE, .NET), databases and storage devices, including Symmetrix and CLARiiON via the EMC Solutions Enabler

Analyze. Optimize. Repeat.

Precise TaaS customers benefit from Precise's proven expertise and documented best-practice methodologies, providing a simple path to continual 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

- Map critical business transactions
- Identify top opportunities for performance tuning with a baseline report

Phase III - Set up bi-weekly reports

- Frequent reports measure the success of tuning efforts
- Establish quantifiable SLA's
- Document the impact of growth or business cycles on performance

Phase IV - Ongoing education, recommendation, and optimization

- Mentor customers on performance methodology and product usage
- Configure automated alerts for baseline performance exceptions
- Leverage the storage performance data to provide tiering strategy

Benefits of TaaS

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 allow you to discover what went wrong, how to fix it, and validate that the fix is effective.

End-to-end transaction optimization - Transactions can be optimized either through changes to the application, or the infrastructure. Precise's Business Storage Optimizer identifies transactions that can be optimized via storage tiering, and reports the expected improvement before any changes are even made.

Short time to value - Within weeks, baseline reports highlight performance issues to allow application teams and vendors to focus on critical path improvements. This eliminates the TPM learning curve, eliminates guesswork, and positions your team to continue the process of continuous performance improvement.

Zero Operational Overhead - Supported by our experienced Managed Service Provider team (MSP) and 24/7 Precise Network Operations Center (NOC), both you and your Precise Technical Account Manager always have access to a detailed, actionable, continuous flow of performance data.

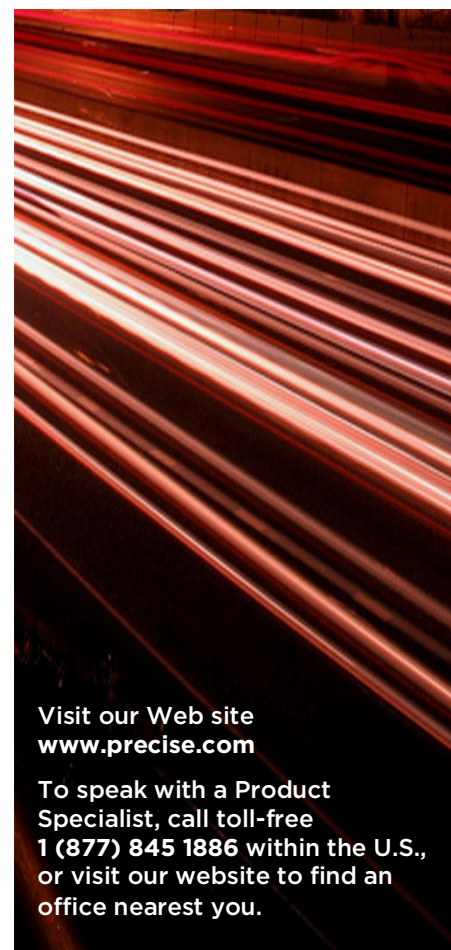
Performance Management Expertise - The Precise team has been tuning applications for years. TaaS allows us to put our expertise to work for you immediately, while also giving us frequent opportunities to educate your staff in the process.

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

TRANSACTION PERFORMANCE MANAGEMENT

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

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.