

Are you a CIO, IT Director, or Network / Application / Project Manager with business-critical applications that just aren't performing well?

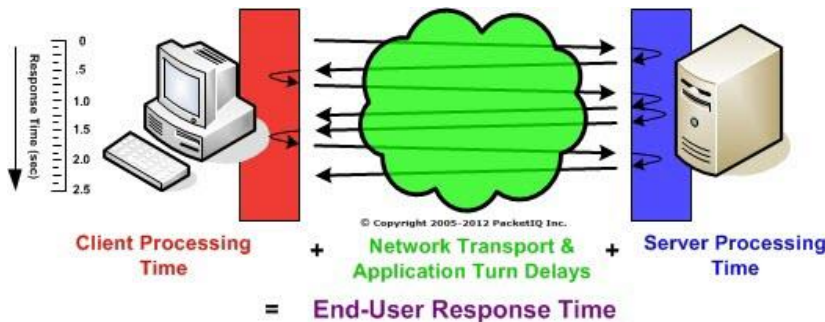
Do your users have time to fly paper airplanes between screen updates?

If you said Yes... you need an Application Performance Analysis by PacketIQ!

(Click the Time-Cost Analysis at paperairplaneapptest.com to see what this could be costing your company...)

An **Application Performance Analysis (APA)** is a detailed packet-level analysis of application response time performance and the factors that govern how your app interacts with the network environment, broken down into Client, Network and Server processing delays – and the underlying metrics for each – as well as a thorough and accurate analysis of bandwidth and latency between the server and end-user locations.

Our specialized tools and processes quickly and clearly identify the true source and nature of performance issues so problem resolution efforts can be focused in the right area without wasting any more time and money.



At the most basic level, end-user response times are the sum of client and server processing times along with network transport (affected by available bandwidth and TCP effects) and app-turns (affected by application design and network path latency) delays.

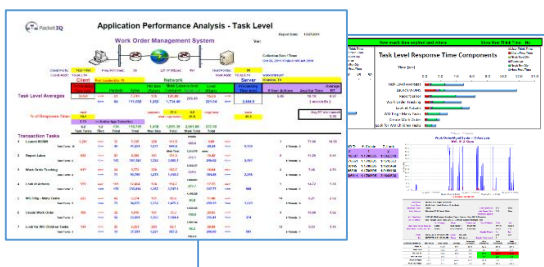
Properly analyzing and relating these factors is essential to troubleshooting and managing networked application performance.

The benefits of eliminating poor response times include:

- Increased revenues / reduced costs from the significant increase in user productivity
- Reduction in user frustration and the associated costs of loss of focus / lowered morale
- A reduction in the number of performance related trouble tickets and associated costs
- An increase in the level of regard and support of your IT department

APA metrics are reviewed by our application performance experts to provide a definitive answer as to the root cause of the poor performance – and what to do to get it resolved.

All of the essential performance metrics are included and summarized in an APA report:



- Total Transaction Times
- **Task-Level Response Times**
- User 'Think' Times & Counts
- Client & Server Ports
- **Client Processing Time**
- **Server Processing Time**
- **RT Distribution Percentages**
- Network Packets/Bytes
- Average Packet Sizes
- **Application Turns**
- **App Turns Latency**
- **Network Transport Time**
- **Network Data Rates**
- Native App-Turns/Sec

As well as identifying / measuring / analyzing:

- Excessive server processing time events (SPTE's) and the requests that caused them
- Short-term peak network demands (which must be met to support optimal response times)
- Packet errors / re-transmissions / TCP effects and their contribution to response times
- Network Bandwidth and Latency between the application server and specific user locations
- The percentage of response time attributable to network transport and app-turns delays (should be < 30%)

These metrics definitively identify the true source and nature of poor application performance.

The Application Performance Analysis deliverable provides:

- A clear, accurate, Executive-level review of significant findings and specific recommendations to improve performance in the problem area(s) **in a ~2 week timeframe (data collection to report).**
- Detailed analysis data sections to leverage in discussions of the problem source and next-action plans with network, server, and application technical teams / vendors / service providers.

Contact PacketIQ today to schedule a FREE, no obligation, no sales pressure phone consultation.

Together we'll discuss your particular application performance challenges and determine if an Application Performance Analysis is the right approach to your problem.

You can use this list to prepare for an initial discussion of your application challenges:

Application Name & Version _____

1. What is the symptom / nature of the problem with this application? Is it intermittent?
2. Who is it affecting? Specific locations? Company-wide? Different types of users?
3. How long has this been going on? Was there some change that may have had an impact?
4. What's been done to address this so far? What was identified / suspected? Has anything helped?
5. What's the hosting (Win/Linux/VM/other) and client (Web/desktop/Citrix/mobile app) environment?
6. What's the network environment? LAN – WAN – Wireless – Mobile?
7. Are there any other pertinent factors or symptoms that should be considered?
8. What systems do you currently have to monitor bandwidth, latency, and server performance?

About PacketIQ

PacketIQ exists to fill a much-needed role in the IT industry by providing practical, cost effective network and application performance analysis and management services and solutions to help organizations of all sizes and industries improve and manage the performance of their networks and applications to improve reliability, end user productivity and satisfaction, and bottom-line profitability – as well as enhancing the reputation and support of their IT departments and leadership. *We also provide Wireshark and other performance analysis tool training.*

PacketIQ associates have 20+ years of experience and focus on excelling in and progressing the state of the art in performance management. **We supplement your existing support teams on an as-needed basis.**

Contact Us:

You can call our main number at +1 321-888-2288 or toll-free +1 888-382-8860, email info@packetiq.com, or access the Contact Us form on www.packetiq.com. We look forward to hearing from you!