

Expertly Manage Network and Application Performance!

Attention: CIOs – IT Directors – Network & Application Support Managers!

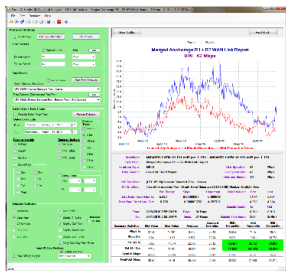
- Do you want to manage end-to-end network performance to offer the best environment for your applications?
- Do you also want to manage *all* of the key performance metrics that affect application performance?
- Do you want to establish and manage-to performance Service Level Agreements for business critical apps?
- Without blowing your IT budget for expensive tools, additional staff, training, and the inevitable setup & learning curve time as well as all of the associated management headaches?

You need BLAST Performance Analysis® services!

BLAST is a PacketIQ services acronym that articulates the 5 key areas and guiding principles for managing all the essential aspects of network and application performance:

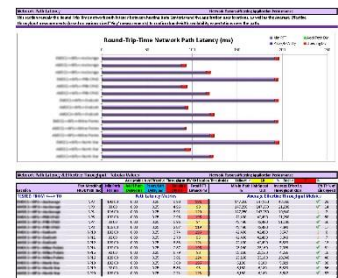
- B** - Bandwidth usage data
- L** - Latency across the network path from users to app servers
- A** - Application performance metrics
- S** - Server processing times for various activities and loadings
- T** - Transaction rates - the number of active / concurrent users over time

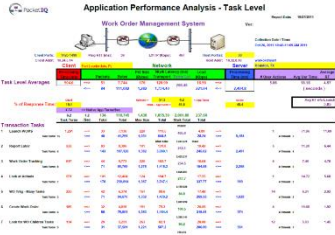
BLAST Performance Analysis® services monitor and manage all of the essential metrics:



Bandwidth: Usage and trending reports on all of your WAN and MAN links and Access-Distribution-Core switch trunks are provided on a monthly and/or quarterly basis. These reports are based on statistical analysis of short period (5-15 minute) sample time data for the review period to allow the highest accuracy, and include views of typical usage levels across the 24 hour day (using the [PacketIQ Bandwidth Statistical Analyzer](#) Time of Day Analysis™ feature) to ensure adequate bandwidth is available during business hours and to allow scheduling and verification that data backups and other periodic / scheduled demands are completing in time and not conflicting with business day traffic.

Latency: Latency and routing across the Enterprise network is mostly ignored beyond troubleshooting scenarios, despite the fact that the effects on application performance are widely recognized. And what is often not considered is that routing across provider Frame Relay or MPLS networks can change without apparent cause or notification, sometimes resulting in significant increases in latency – which can affect the performance of networked applications. Routing path length may also be excessive for the geographical distance covered due to sub-optimal provider switching paths. PacketIQ tools record routing and latency, as well as a simple ‘average network throughput’ calculation based on various sized ICMP ‘Ping’ packets over the entire network path from data centers to end user locations to validate bandwidth allocation and availability assumptions.

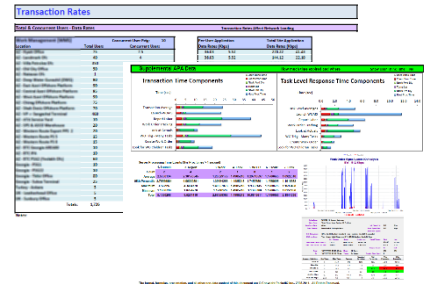




Application: Performance and design metrics for business-critical applications are captured and analyzed to identify any performance affecting factors that should be addressed, and archived to serve as benchmark data for comparison with newer application versions, reference for future troubleshooting efforts, and/or support NIPA modeling for future increases in user counts or new user locations.

Server Performance: Response times under various server loadings are monitored to establish knee-in-the-curve performance changes, identify anomalies or degradations, and support SLA reporting.

Transaction Rates: Statistical analysis of concurrent user counts, active/inactive ratios and 'think times' is collected to support server loading considerations and impact / performance modeling efforts for expansions.



You can now establish and verify performance SLAs for business-critical applications.

SLAs can be based and measured / reported against [Apdex](#) and/or business unit established values, and integrated with other SLAs (availability, etc.) to support your company's performance management agendas.

All application-related performance reports provided by PacketIQ include a breakdown of network transport (bandwidth) and app turns (latency) effects as both values and percentages against the total task-level (mouse click) response times.

% RT = Network Delay	% RT = App Turns Delay %	Total RT = Delay %
7.3	27.7	35.0
23.2	11.0	34.3
8.7	18.1	26.8
6.4	11.5	17.9
6.4	10.7	17.1
6.7	9.5	16.2
14.8	44.4	59.3

PacketIQ recommends that the total contribution to end-user response times from network effects (bandwidth + latency) be limited to 30% or less – and be included in SLA reporting. Evaluating the contribution of network effects offers guidance for remediation efforts if response times exceed performance goals.

Summary

Managing network and application performance doesn't have to be an arduous exercise that strains your IT budget. With some experienced help, a little initial effort, and some practical systems and processes put in place you *can* manage performance, report against SLAs, and ensure the best possible end user productivity and satisfaction, while significantly reducing future problem incidents and resolution times.

Many IT departments simply do not have the tools, staff, time, or expertise to perform the level of performance analysis that PacketIQ provides on a daily basis. We can work as an out-sourced extension of your support teams to solve immediate problems, as well as help plan and integrate an on-going performance management toolset and processes as an in-house or managed service solution. We also offer a range of basic but highly practical and effective analysis tools we've developed to cover gaps in other tool vendor's offerings and provide lower cost alternatives to essential analysis needs.

Give us a call or email - let's get started!

Contacting PacketIQ:

You can call our main number at 321-888-2288 or toll-free 888-382-8860, send an email to info@packetiq.com, or use the contact form on www.packetiq.com.