

IT PERFORMANCE MANAGEMENT

Managing IT system performance is more critical than ever. Even sub-second delays in receiving and processing data within a highly-complex financial trading system can mean millions of dollars in lost revenue. Poor mobile-device connectivity due to slow response times could mean a loss of customers.

Today, the advantage lies in your ability to build, test, deploy, and manage performance better than your competition.

IT performance management and optimization is a critical function that relies on speed and availability of technology systems that drive bottom line results. We leverage consistent consulting and delivery methodology in order to provide your enterprise with a best-in-class Performance Management function. We recognize three distinct but interrelated layers to Performance Management:

- Infrastructure—We analyze each tier of an application for performance bottlenecks, from the user interface to the backend network. We leverage the built-in metric-generating capabilities of IT components, external modeling tools, and our custom analytical methodology to assess and recommend remediation where needed.
- Organization and Process—We spend time with your IT staff, business-unit leaders, and executives to outline a new operational process, organizational structure, and success measurement criteria, to establish and maintain efficient Performance Management.
- Applications—We will suggest the appropriate tools and support services that will meet the needs of execution, modeling, analytics, and monitoring.

Too often applications and infrastructures are deployed in order to enable new business models or to expand existing footprints without the proper analysis to mitigate risk of failure due to growth. A structured IT Performance Management program will identify issues before they become a problem, lowering the overall cost of ownership and reducing loss of business. The primary benefits are:

- Increased speed of critical time-sensitive applications
- Identification of bottlenecks in data processing before they impact the business
- Understanding maximum thresholds of IT systems to plan for growth
- Leveraged results for operational risk assessments required by regulatory compliance programs



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The goal is to implement Performance Management as a service which can be leveraged by multiple business-units. We work to align the right people, processes, and technologies to support this critical function within your organization.

A series of three tests are performed to collect the data required to characterize the performance and resource usage of each “Business Function” within the application profile. A repeatable process for ongoing operations includes:

- Single business function trace—a manual (or automatic) submission of a single business function to capture business-function flow and catalogue variables that impact performance
- Single business function load test—the automatic and repetitive submission of a single business function to provide estimates for resource usage of a single business function
- Mixed business function stress test—an automatic submission of a mix of business functions to provide validation targets for the model and indicate correlated impact analysis (where computing for more than one business transaction is done on an asset)
- Remediation Strategy—produces a strategy and approach to remediate any performance bottlenecks within the application architecture

The specific deliverables of each engagement will vary, but generally include:

- Performance Management Program—fully executable with the people and processes to operate a successful function
- Testing/QA Plan—outline the task execution and generate the reports used for risk mitigation analysis
- Software Model—an analytical tool to simulate capacity and load required for testing
- Performance Tuning and Remediation Plan—suggestions and specific details on where and how to optimize to meet performance requirements



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