

advance7 bulletin 28

ADVANCE KNOWLEDGE

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OPTIMAL - PERFORMANCE MANAGEMENT SERVICE

Determining inconsistent user response times

Overview: Supporting remote office users and providing them with consistent Application response times is one of the most demanding challenges facing IT departments. Any deterioration in Application response times are quickly noticed by all users and can very rapidly negatively impact individual and business efficiencies. This leads to considerable pressure being applied on the IT department to determine the cause of delays and to deliver improvements rapidly.



The advance7 **OPTIMAL** service is designed to determine the exact cause of Application response time changes. The **OPTIMAL** methodology is based on a constant monitoring of key network and system metrics to determine shifts in response times. Once a change is detected alerts to the advance7 **OPTIMAL** team trigger a rapid analysis of the collected data which focuses on the user transactions and the advance7 synthetic transaction data.

The advance7 team help maintain application service levels, immediately identify unacceptable performance and diagnose the root cause. The proven methodologies of advance7 reduce fix times by up to 95% and contribute significantly to improving business efficiencies.

[View the OPTIMAL factsheet](#)

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HOW DOES OUR APPROACH STAND OUT FROM THE CROWD?

We are currently preparing material for an IT service recovery forum later in the year. If you would be interested in joining us at this half day workshop to discuss the problem resolution methodologies we use, please register your interest now by emailing **Rachel D'Cruze** at advance7.

rachel.d'cruze@advance7.com

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FACES AT advance7

Neil Hatton: Neil, advance7's Principal Consultant, joined the company in 1995 and has over 29 years' IT experience. He previously worked in the engineering and pharmaceuticals industries, holding a number of technical management and consultancy positions.

Neil has a broad range of experience, equally at home with database, networks, systems and applications. He has developed a toolkit of over 400 programs which are a key element of the advance7 methodology.

His main area of interest is performance optimisation and it's quite normal for him to speed up systems by over 95%.

When he's not troubleshooting for advance7, Neil is much sought after as a pianist and keyboard player - he plays jazz piano regularly in The Urban Big Band and accompanies many amateur music groups in North London.



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