

ADVANCE KNOWLEDGE

advance7 bulletin 34

CONTENTS

- [Feature: Whitepaper - Website Performance](#)
- [Case study - REACT: Outlook freezes when switching between applications](#)
- [Faces at advance7](#)
- [Recent events](#)

WHITEPAPER - WEBSITE PERFORMANCE

A Unique Opportunity

Overview: The level of business carried out via eCommerce has grown explosively over the last few years but many companies still have no formal capacity planning process in place to give them the confidence that they can survive the Christmas and January Sales periods without systems being overloaded and customers going elsewhere.

This white paper examines some significant potential benefits in putting in place a monitoring regime.

[To read the full whitepaper click here](#)

[Return to Top](#)



CASE STUDY- REACT: OUTLOOK FREEZES WHEN SWITCHING BETWEEN APPLICATIONS

A customer was experiencing problems when users switched between office applications and Outlook.

Outlook was freezing and there were numerous other issues affecting all Outlook users.

The problems were intermittent and could not easily be recreated.

advance7's **REACT** team were able to help resolve this problem.

[To read the full case study and others click here](#)

[Return to Top](#)



FACES AT advance7

John Waller: John joined advance7 in August 2005 as a network specialist. Starting out in the electronics industry in the 80s, John's career quickly moved toward data networking. He joined advance7 from the former Telco Energis, where he had worked for over 10 years as a network design consultant.

John says: "working at advance7 has afforded me the opportunity to really get to grips with the technology deployed in today's networks."

Outside work, John is often seen across Essex working as a (reluctant) roadie for his son's rock band.

[Return to Top](#)



RECENT EVENTS

Paul Offord has just returned from the Annual itSMF Conference in Brighton, where he gave a presentation entitled, "How method-based problem diagnosis can cut downtime by 97%."

Method-based problem diagnosis, otherwise known as Rapid Problem Resolution (RPR) is a proven, sophisticated technique advance7 have developed over 17years. This unique structured approach solves the most complex IT problems.

Would you like to find out how method-based problem diagnosis could benefit your business?

[If the answer is YES, please click here](#)

[Return to Top](#)

[Back to top](#)

[Privacy and terms of use](#)