

## What's it for?

To eliminate the risk of performance and stability problems that can be caused by a major change in IT use or strategy. Examples include changes in:

- **Technology** – Thin-client, SAN, virtualisation, AD, etc,
- **New services and applications**
- **Movement of people and tasks (Offshoring, BPO)**
- **Data Centre relocation/consolidation**
- **Convergence of voice, video & data**
- **Marketing** – ecommerce, website, contact centre, etc.

IMPACT determines the network and server upgrades needed to accommodate the change, and the response-times to expect at each remote site.

### Benefits to you

**Risk Elimination** - This service eliminates the risk of poor performance and stability problems caused by a major change in IT use or technology.

**Evidence Based** – We'll provide the facts you need to make correct decisions.

**Predictable Performance** – Guarantee consistent performance of current or new applications when a change in IT use is introduced.

**Understand System Breakpoint** – We quantify the maximum achievable throughput of the system before the performance flat lines.

**Performance-at-a-Glance Analysis Provided** – Accurately identifies the end-to-end location of performance bottlenecks in a business application, and by precisely diagnosing their cause provides recommendations to eliminate them.

**Capacity Management Reporting** – Utilisation statistics for each component of the end-to-end system.

**Configuration Optimisation** - Changes to equipment and software parameters that will optimise business application performance.

**Accurate Answers** - Our unique methodology, proprietary tools and significant experience in complex end-to-end systems means that we accurately determine the impact a change will have on your existing infrastructure and systems.

**Easier Investment Decisions** – The delivery of 'What-if?' calculators mean that the results from this study can be used in future scenarios which give you a considerable ROI.

**IMPACT is Easy to Use** – Our service delivery process, service method, use of own tools and logistics support ensures that the management overhead for you and your team is kept to a minimum.

**Your Team Benefits** – Our collaborative approach to projects, detailed report and comprehensive debrief meeting ensures that your team gains a thorough understanding of the impact on your network and servers.

*"Advance7 are reliable, proactive and relaxed – and quite simply outstanding at what they do."*

Simon Stratford – Former Global Head of IT  
Henderson Global Investors

### What you get

- **Precise Information** - Needed to accurately size the capacity of networks, infrastructure components, systems and servers to accommodate the changes.
- **Multi-Disciplined Experts** - We understand complex end-to-end systems and architectures.
- **Confidence** - Our service has been honed over 10 years to guarantee hassle free delivery and industry-leading results.
- **A Fully Resourced and Managed Service** – This ensures that the time required by you and your staff is kept to a minimum.
- **A Concise Report** - Which includes (depending on the change):
  - Stating the impact the change will have on the existing business applications
  - Projecting the performance of new applications in terms of maximum users and response times
  - Detailing the upgrades needed to:
    - Eliminate the impact of the change on existing systems
    - Increase the number of supported users
    - Reduce response times
- **A Project Closeout Session** - Ensuring that you and your people fully understand the project findings and recommendations, and to provide an opportunity for you to expand on the findings of the report.
- **Bandwidth Calculator** (optional) – Determines the change in bandwidth needed if the number of users changes.
- **Response Time Calculator** (optional) – Determines transaction response times for differing bandwidths and latencies.

### Clarity – Commitment – Innovation

**We are 100% impartial** – and not interested in selling you hardware or software. We just give you the very best vendor-neutral advice and we even offer a **'no fix – no fee' guarantee**. We've been providing specialist IT services since 1989 and we work with many of the world's leading companies.