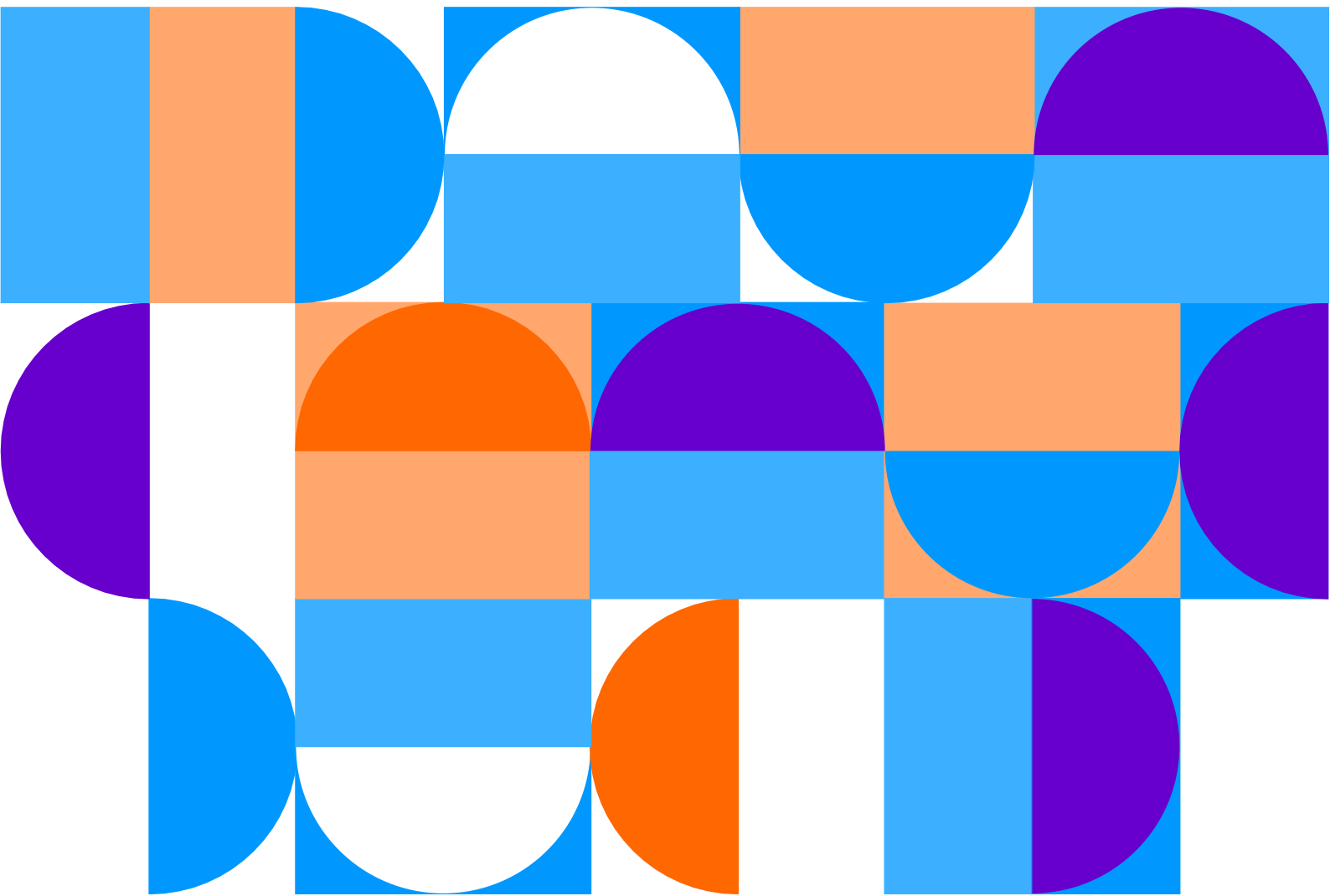


**PROBLEM RESOLUTION**

**PERFORMANCE &  
RELIABILITY  
ISSUES SOLVED**

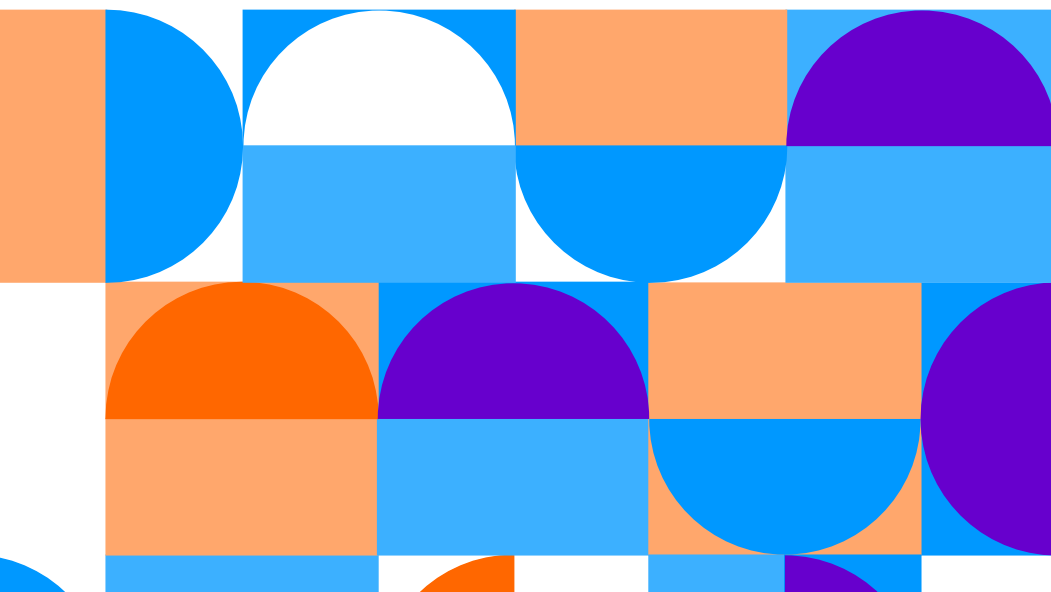


# Solving problems. Restoring service. Reducing waste.

When our clients are unable to fix a performance and stability problem, they call us.

Advance7 helps businesses fix problems that have been dragging on for weeks, if not months.

We start investigating the problem immediately and deliver answers within days.



# FULL SERVICE RESTORED QUICKLY

After struggling for months with persistent application performance issues, companies see spectacular results from our problem-solving service:



A **global asset management company** had spent weeks suffering from a performance problem with their order management system (OMS). The problem affected their ability to clear trades and manage risk. We quickly identified a database problem and issues with the application design. With our help, the IT team fixed the database problem, restoring full service within days. We explained the design problem to the application vendor who addressed it with a sequence of software updates.



**UK insurance company** staff began to experience hangs when opening Outlook after migrating to Office 365. This was a company-wide issue that severely impacted productivity, and so the problem was quickly escalated to C level. There were many theories regarding the cause of the problem. We were able to prove that this was a Microsoft service issue, which was then fixed within hours, saving the company £50k per day in lost productivity.

# RECURRING PROBLEM

Every so often, users experience a recurring performance or reliability problem that can't be reproduced. Such an issue presents a particular challenge to support engineers, and so is often "parked".

The impact on the business can be dramatic.

We met Line of Business managers at a financial services company who told us that they include 12% overhead in their budget to compensate for ongoing performance and reliability issues. We were commissioned to help and within weeks fixed the four main problems causing the overhead.

Another example is the credit card call centre that had suffered from a severe performance problem for 14 months. Not only did the issue affect the quality of customer service, but it also caused problems with call centre staffing. Despite server and network upgrades, the problem persisted. Our engineers started work on the issue early one Monday morning, and by 2 pm they had the answer.

Although it's still common for these problems to be parked, it's becoming less acceptable. Business leaders are striving for efficiency and need IT systems that support that objective.

MORE THAN  
**8,000**  
PROBLEMS FIXED

OVER  
**£1.5Bn**  
SAVED

PROBLEMS FIXED  
**6x**  
FASTER

# DELIVERING THE RIGHT OUTCOME

When we investigate a problem, our first objective is to prove which technology is causing it. We do this by producing irrefutable diagnostic evidence of the cause. Theories and speculation immediately stop, and the focus shifts to discussions with the correct vendor or in-house support team.

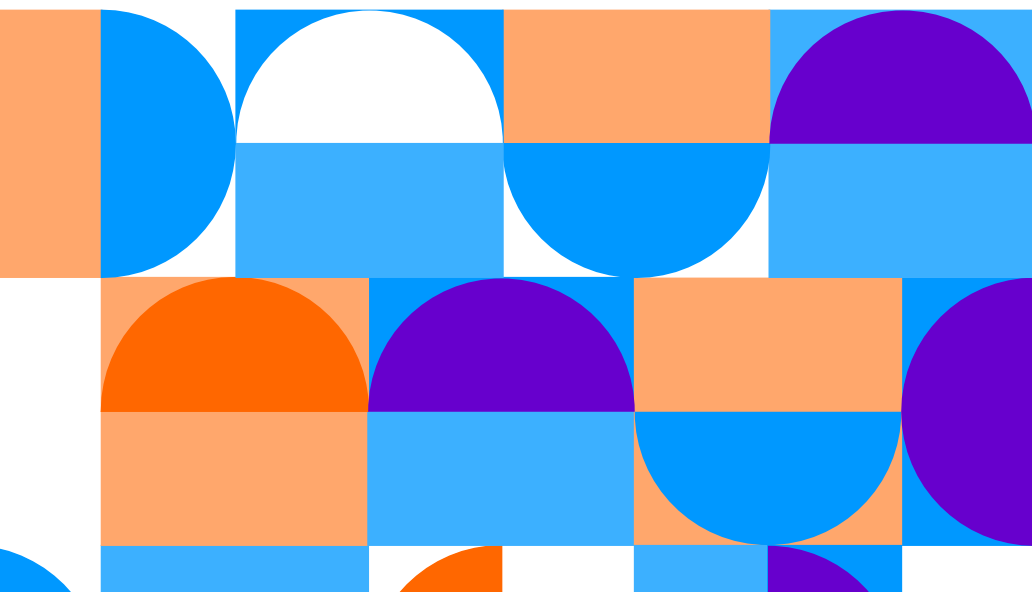
The information we provide enables the support team to determine the fix quickly. If they can't find the fix, we help with that too.

We fully manage our investigations to keep the customer management overhead to a minimum.

A study of 100 past investigations showed that our approach reduces the time to resolve a recurring problem by 83% and reduces the associated in-house workload by 64%.

We regularly produce six and seven-figure savings with a payback period measured in hours.

Most importantly, we deliver answers in days.



# THE ADVANCE7 ADVANTAGE

As well as experience with the technologies found in the finance industry, we understand the governance, risk and compliance requirements.

We are successful because of:

- Method and Advanced Techniques – We structure our investigations with a proven method called RPR<sup>1</sup> that quickly delivers reliable results.
- Expert Engineers – As well as training in the RPR method, our engineers receive continuous training in advanced diagnostic tools and techniques.
- Cross-technology Skills – We are not constrained to particular applications or technologies.
- Experience – We have specialised in problem diagnosis for 30 years.
- Processing Technology – We have developed tools that make sense of diagnostic data readily available.

We have a very lightweight approach to collecting data. Unlike other consultancies, we don't require the installation of specific products to collect the data we need. Our approach avoids delays associated with approving the installation of proprietary software onto company computers.

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<sup>1</sup> Rapid Problem Resolution (RPR) is a data-driven diagnosis method developed by Advance7 in the 1990s and refined over the intervening years.

# ENGAGEMENT

## PROJECT BASED

Our REACT service provides immediate help. Our customers expect a rapid turnaround with this service, and so the engagement process is straightforward, and typically looks like this:

- You contact our Engagement Team on 01279 211 668 or via the [contact form on our website](#) asking for assistance with a problem.
- We arrange a conference call with one of our System Reliability Engineers (SREs) for you and your team. At this point, your company may wish to exchange NDAs with Advance7.
- On the conference call, we discuss the problem, explain how we can help and collect some necessary information about the issue.
- Following the call, we send a commercial quotation within hours.
- Once you've approved the work, we allocate an SRE and schedule a kick-off meeting; either onsite or online depending on the circumstances.
- The SRE will gather information about the symptom and problem application.
- The SRE then produces a Diagnostic Capture Plan (DCP) that describes how we will get the data we need.
- Together, we execute the DCP.
- We analyse the resulting data to determine the root cause.

Call us now, and you could have a fix within days.

## CONTINUOUS

Our Affinity solution provides a team of dedicated staff that use RPR-based proactive performance management techniques to avoid service impacting issues and rapid problem resolution when problems do occur. We support the team with escalation engineers and service delivery managers.

The commercial arrangement for Affinity is based on a service fee. There are several options available that allow us to tailor the service to your needs.

Call our Engagement Team on 01279 211 668 to discuss your requirements and find out how we can help.

## **ABOUT ADVANCE7**

Founded in 1989, Advance7 is a leading IT engineering company. We solve recurring IT problems that prevent businesses from meeting their efficiency goals. With unmatched experience, proprietary techniques and unique technology, we help UK and US clients optimise IT performance and reliability.

## **MORE INFORMATION**

For case studies, white papers and information about our services see [www.advance7.com](http://www.advance7.com)

## **CONTACT US**

CALL

+44 (0) 1279 211 668

EMAIL

[info@advance7.com](mailto:info@advance7.com)

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