REACT®

advance7

The Fastest Root Cause Identification Service

The REACT® service is for organisations that want to fix performance or reliability issues as quickly as possible. REACT identifies the root cause of these problems six times faster than traditional methods. To create a compelling business case, the service comes with a No Fix – No Fee guarantee.

Advantage

Why is Advance7 able to solve performance and stability problems 6x faster than support teams?

We are **experts at diagnostic data analysis**; we know the data needed, how to get it and how to extract meaning from it.

Our engineers spend **every day analysing** trace, dump and log data. Few support engineers get that level of exposure to diagnostic techniques.

We augment the skills of our engineers with sophisticated **proprietary analysis tools**.

As outsiders, we bring a **fresh perspective** and focus dedicated time on the problem.

The evidence-based insight we deliver allows us to collaborate with support teams and vendors in a **no-blame** manner.

We deliver a high-quality report detailing the problem symptom, actions taken, the findings, conclusions, with supporting evidence, and **actionable recommendations**.

Outcome

The long conference calls spent discussing theories come to an end. Evidence-backed root cause information makes opinion-based thinking unnecessary, enabling you to make better decisions based on facts.

The evidence we provide leads to one of the following outcomes:

- The problem is fixed through a configuration change, and we'll work with the technology owner to determine the details.

- The resolution requires an upgrade or a design change, and we'll present the evidence to back this recommendation.

- We'll prove there is a bug in a hardware, software or service component, and help your team present the evidence to the supplier's technical support team.

If your team is responsive, you should expect answers in days, rather than weeks or months.

Technology Agnostic

The REACT® service provides irrefutable evidence using a diagnostic data-driven approach called Rapid Problem Resolution® (RPR®) based on hardware, software and service engineering principles. RPR allows us to investigate problems across all digital technologies, and down through the technology stack; from application to storage.

With 30 years of experience analysing distributed systems, we have the expertise to quickly gain a deep understanding of how an application and its supporting infrastructure are working. That's why we can investigate problems with commercial and bespoke applications.

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Frequent Questions Answered

How does the REACT service work?
The first milestone is to produce a Diagnostic Capture Plan (DCP) that describes how we can get the data we need, and details the tasks that we must jointly execute. We do some discovery work ahead of producing the DCP, delivering the plan 4 to 16 working hours after starting the project. Together, we execute the plan to deliver the diagnostic data that we then analyse to determine the root cause.

We have multiple symptoms. Why do you focus on one at a time?
A common reason for a problem investigation to fail is because there is an assumption that multiple symptoms are connected. Investigators then try to use pattern-matching methods to solve the problem. If, in reality, the symptoms aren't connected, the investigation will fail. We avoid this situation by never assuming a connection. If multiple symptoms are related to a single problem, if we fix one, we fix them all.

Will anything you do impact our live business systems?
No. We use techniques that have zero or near-zero impact. The only exception would be a DCP that requires us to, say, force a PC or server to produce a memory dump when it hangs. We circulate the DCP for comment, and we would never do anything impactful without approval.

How does the service overcome the blame game between technical teams and suppliers?
Disagreement between support teams stems from theories and differences of opinion. By producing irrefutable proof of the cause of the problem, we leave no room for theories or opinion.

Do you need to take data offsite?
No. All processing and analysis can take place onsite. We take summary data and statistics off-site to enable us to produce our report, but this doesn't contain sensitive information. We also have a secure offsite analysis platform, and you may choose this option.

How much involvement will you need from my staff?
We need help during the discovery phase to understand the symptom and the main components of the system. We collect this through a short meeting and follow-up emails. We're aware that your team is busy, so we keep the demands on them and you to a minimum. We also need help during execution of the DCP; raising CRQs to activate logs, starting the logging and so on. Again, we keep this to a minimum.

What tools will you need to install?
We mainly use diagnostic data already available from your hardware, software and services. We don't install additional products on PCs or servers. We need to install an Advance7 Toolkit Server for analysis of the data. The Toolkit comes in several formats (physical and virtual), and we'll discuss this with you before the engagement starts. Optionally, you can choose to use our secure analysis platform.

My team want to try one more thing before we engage Advance7. Is that good idea?
If the team can produce evidence of the root cause of the problem, and they can explain how the change they are proposing addresses it, then that sounds like a good idea. Sometimes a team can get stuck in a cycle of trying one more thing, with no clear idea of the underlying cause the team is trying to address. In this situation, progress is frustratingly slow, and the untargeted changes create new risks.