

TRIOMETRIC PERFORMANCE HEALTH CHECK

OVERVIEW

Triometric's Performance Health Check is the easy, economical way to gain insight into your application performance and discover the benefits of Triometric Analyzer technology.

Let Triometric troubleshoot or benchmark your high value Web application and show you how to improve the end user experience.

The Performance Health Check is a stand alone review and includes a detailed analysis of your application's performance and usage over a pre-defined period (usually 1 to 2 weeks).

KEY BENEFITS

Proven expertise

Take advantage of Triometric's proven track record in delivering performance and service analysis.

Accurate and objective

Get an impartial third party appraisal of application and network performance.

Detailed insight into real users

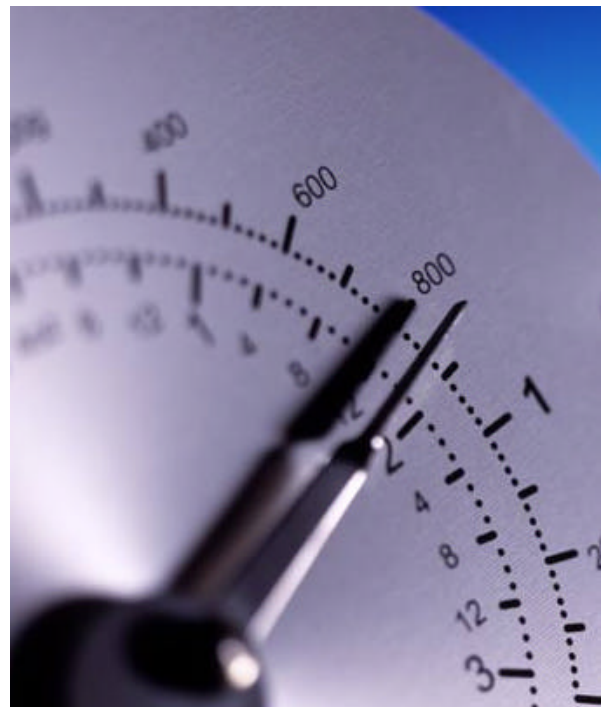
Usage, performance and service levels experienced by 100% of real end users - details by client, ISP, URL, location, server and more.

Information you can use

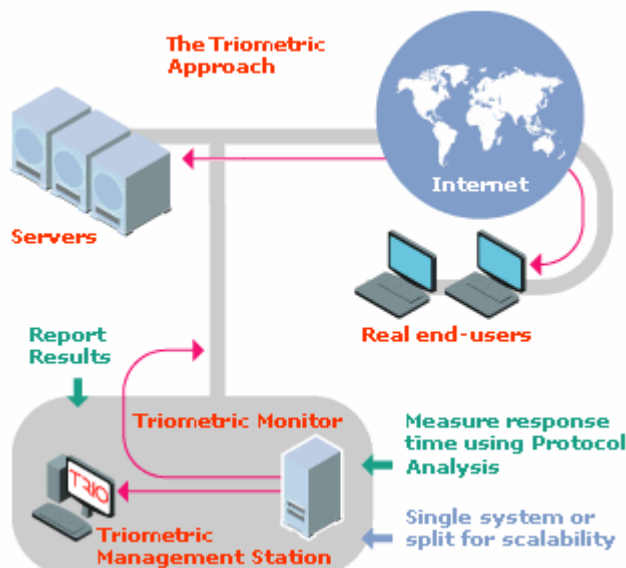
Actionable performance recommendations ensure your trouble-shooting, upgrade and investment strategies are on target.

Fast, easy, comprehensive

Requires no internal resources, a fully outsourced service—turn around time under a month.



TRIOMETRIC METHODOLOGY



reportsource

TRIO
METRIC

T +44 (0) 1784 497 360
F +44 (0) 1494 400 077
E INFO@TRIOMETRIC.NET
W WWW.TRIOMETRIC.NET

Performance Health Check helps benchmark, troubleshoot and improve performance:

HOW WE CAN HELP:

Benchmark internal networked applications

A recent Performance Health Check benchmarked the global end-to-end performance of time management and billing applications for a top five law firm.

Diagnose where system upgrades are needed

Another recent Performance Health Check measured the end user response time and recommended necessary systems upgrades for a media group's customer facing websites.



CASE STUDY

Trouble-shooting application performance

The Client: Compass Group, the world's largest foodservice company with operations in more than 90 countries and revenues in excess of £11bn. www.compass-group.com

The Challenge: Financial management software is accessed remotely by senior management users across the world. Their feedback was that service performance was poor.

The IT Operational Services Director at Compass Group explained, "We suspected that some subsidiaries simply suffer with infrastructure constraints. However, we needed to break down the failure spots, by country, ISP, web page and so on. Without a detailed examination of the actual users' experience, we lacked the statistical proof we needed to negotiate improvement."

The Solution: Compass opted for a Performance Health Check with Triometric, which involved installation of Triometric Web Analyzer for two weeks.

The Operational Services team invested time in showing Triometric their IT set-up, as their systems are highly secure. "It was worthwhile though - the moment we could see the data and analyze it, we were very impressed."

The key outcomes: From an application perspective, Triometric Web Analyzer identified the few pages that were responsible for slow performance, and Compass was able to take this up with the supplier.

From a network perspective some ISPs were providing poor performance and they were replaced with alternative providers. "Without this holistic view Compass may have replaced the application, upgraded its servers or invested in unneeded hardware," adds Matthew Goulden, Triometric's Business Development Director.

The final word: "Triometric was able to provide a component-by-component view of what was going on. This enabled us to identify all applications with poor performance, and report back internally with evidence that the faults did not lie with us."

HEALTH CHECK COMPONENTS

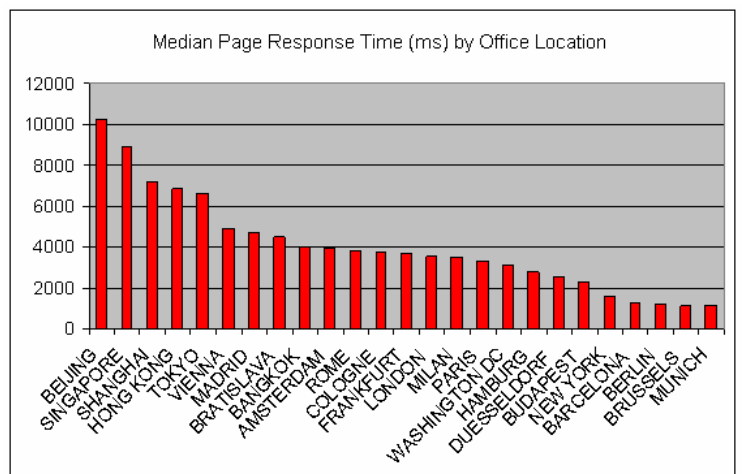
A Health Check includes monitoring, data analysis, report delivery and recommendations, and is typically turned around in under a month:

Monitoring: Triometric installs a secure, non-intrusive Triometric Analyzer Monitor (1-2 weeks)

Analysis: Triometric network experts analyse the data gathered (1 week)

Delivery of report

Presentation of finding and recommendations



Benchmark and investigate branch office application performance