

# TRIOMETRIC ENTERPRISE ANALYZER

## OVERVIEW

When business critical applications fail to perform, what's the cost to your enterprise in time, money and lost opportunities?

Triometric Enterprise Analyzer helps keep Web-based business applications like Hyperion, Siebel and Oracle Financials up and running.

Enterprise Analyzer's Intelligent Monitor tracks 100% of user-application transactions in real-time. Its analysis and reporting engines give business and technical stakeholders alike the information needed to manage users and resources and fix faults.

Our customers include banks, law firms and multi-national retail, service and media firms. The common factor: they maximise the value of their Web-based software with Triometric.

## KEY BENEFITS

### Deliver results on time

Don't struggle with software slowdowns while the clock ticks. Ensure your applications deliver accurate, reliable, timely results.

### Set your users straight

Real users don't always run software correctly -- and failure to follow 'best practice' can have big performance consequences. See where your users are going wrong and get them back on course.

### Own the information you need

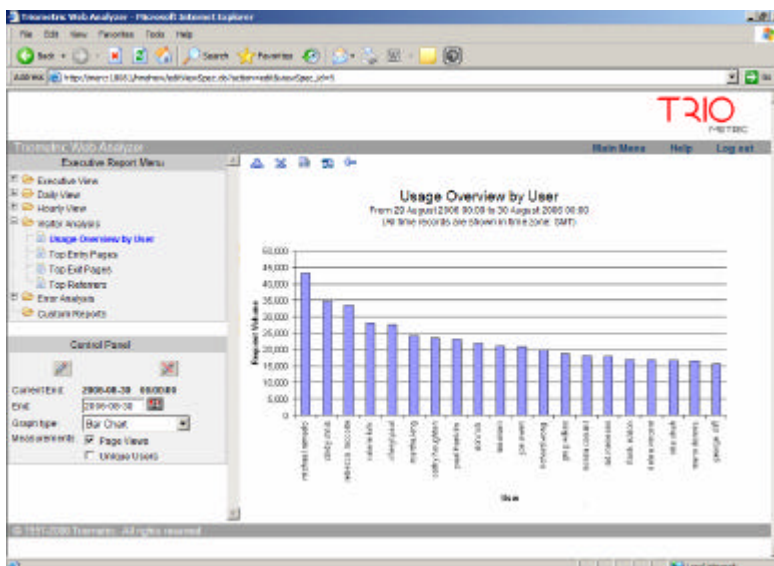
Stakeholders directly access relevant reports via any Web browser, putting information at their fingertips and reducing dependence on the IT department.

### Keep your network happy

Small footprint Enterprise Analyzer sets up easily with minimal effort from IT, and has zero impact on network speed.



## TRIOMETRIC REPORTING DASHBOARD



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## Triometric Enterprise Analyzer's actionable information helps you manage key business issues

### KEY APPLICATIONS

**Resource Management:** Don't throw money away. Enterprise Analyzer shows what's behind poor application performance — invest in hardware or software upgrades only if necessary.

**User Satisfaction:** Make software users more productive. Meet deadlines, reduce support calls and eliminate finger pointing.

**User Management:** Target training where it's needed. See where users are failing to follow correct procedures and best practice.

**Trouble-shooting:** No more guesswork. Enterprise Analyzer gives technicians the information they need to solve application performance issues rapidly and effectively.

### CASE STUDY

**The Client:** Compass Group, the world's largest foodservice company with operations in more than 90 countries and revenues in excess of £11bn. (For more information, visit [www.compass-group.com](http://www.compass-group.com))

**The Challenge:** Business Process Management software is accessed remotely by senior management internal users across the world. Their feedback was that performance was poor.

Robin Harvey, IT Operational Services Director at Compass Group explained, "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:** Harvey opted for a Web Performance Health Check with Triometric, which involved installation of the Triometric Enterprise Analyzer for two weeks. Harvey's 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 analyse it, we were very impressed."

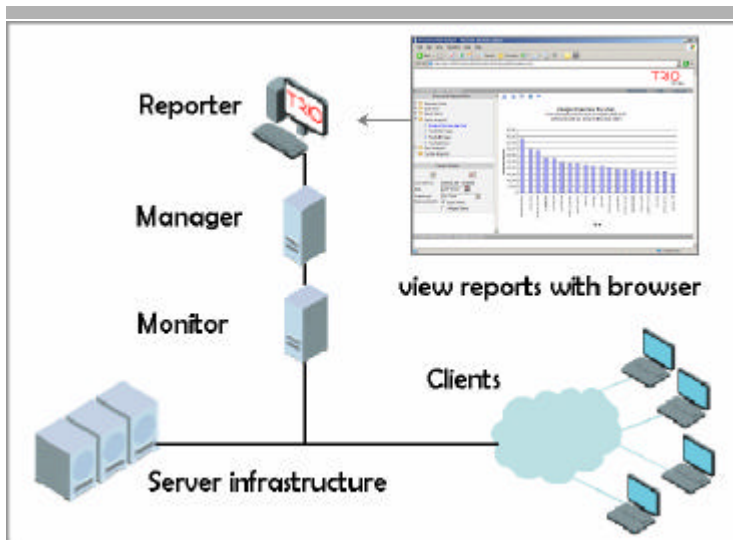
**The Outcomes:** From an application perspective, Enterprise Analyzer identified the pages that were responsible for slow performance, and Compass was able to take this up with the supplier. From a network perspective some ISPs were providing poor performance and they were replaced with alternative 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:** Robin Harvey: "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."

### TRIOMETRIC METHODOLOGY



Enterprise Analyzer Monitor drops securely into the network and captures all user-server transactions.

The Monitor sends data to the Manager for high speed processing and analysis.

The Reporter generates standard and custom reports to meet the needs of both business and technical stakeholders.

Reports are quickly accessed from any location via a standard Web browser.