



IBM Performance Management, Testing and Scalability Services

for remote analysis of IT infrastructure

Highlights

- ***Improves Web site performance***
- ***Details Web site usage for effective planning***
- ***Enhances Web site navigation and content***
- ***Improves server and database performance***
- ***Supports network performance for robust business applications***

Providing performance expertise

Today's mission-critical e-business applications are supported by complex infrastructures. When any component of the supporting infrastructure is not operating at optimum levels, users are impacted, which can directly affect business transactions and productivity. In addition, effective business planning is limited without an accurate understanding of how users are accessing key business applications.

IBM Performance Management, Testing and Scalability Services for remote analysis of IT infrastructure is designed to provide the expertise to help you maintain, improve and plan for effective Web site, server, database and network performance. Through a set of specific analysis capabilities, we help you focus on key elements of your infrastructure to better support your business objectives.

Improving Web site availability via stress testing

Being prepared for expected and exponential transaction volumes for your Web site helps ensure that users focus on your business offering and not the performance of the underlying infrastructure. The people of IBM Global Services will perform tests and provide a Web site stress analysis to help analyze when traffic volumes would impact performance and availability.

Providing insight through analysis of Web site usage

Accurate planning requires knowledge of how visitors are accessing and using your Web site. Regular analysis of this information can provide business and operational insights. We help your staff effectively assess key system statistics and visitor traffic through a Web site usage analysis. Results can be customized to detail visitor traffic in ways that are meaningful to your business, helping you better plan for growth and technology enhancements.

Validating Web site navigation and content

Verifying that Web site links are operational, content is current and technology is consistent affects the impression users have of your business. IBM Global Services professionals use Web mining to identify broken links, check for outdated or invalid terminology, as well as validate use of consistent Web technologies. We automatically navigate through a site, highlighting pages of concern for your action.

Improving performance through server and database analysis

Identifying and correcting server and database performance problems can help you improve productivity as well as reduce support costs and business outages. Our consultants will perform server and database analysis to improve performance and availability. We translate system statistics into meaningful recommendations to help you achieve your business objectives for regular and peak business cycles. We analyze the following server systems and databases: Microsoft® Windows NT®, HP-UX, Sun® Solaris™, AIX®, Oracle and DB2®.

Supporting business applications through improved network performance

We can provide the skills required to effectively analyze network traffic and logs in order to maintain an efficient network infrastructure capable of supporting robust business applications. The complexity of analyzing network statistics can lengthen outage time and often limits regular analysis that could prevent problems. We help your staff quickly and effectively perform

TCP/IP network analysis. Applying the expertise of a team of consultants and automated analysis systems, we help reduce the time and skills required to keep TCP/IP networks optimized.

Providing comprehensive solutions

By combining our technology and services leadership with that of our partners, IBM has the ability to provide comprehensive, strategic solutions to help you achieve your business objectives. Building from a foundation of our powerful, innovative IBM @server systems, our consultants and technical professionals have a vast arsenal of industry-leading hardware, software and services offerings to draw upon. From assessment and planning to implementation and support, the people of IBM Global Services can help you create a competitive edge.

Financing options make it affordable

IBM Global Financing offerings are available to help you implement IBM Global Services projects. Flexible payment structures allow you to more effectively distribute initial costs and match payments to service benefits.

For more information

To learn more about IBM Performance Management, Testing and Scalability Services, contact your IBM sales representative, call 1 800 426-4682 (1 919 461-5353 outside of the United States and Canada), e-mail us at capacity@us.ibm.com, or visit:

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