

## Performance Evaluation Solution Package

### Objectives

The Performance Evaluation solution has been designed for poorly performing production applications that are causing customer frustration but not actually losing customers. In this situation there is time to carry out a full analysis of the application's performance in the production environment and to make strategic proposals for improving the performance over an agreed time horizon. The performance analysis is carried out by working with the application's operational support staff and the application developers.

Following the analysis a performance improvement report is produced and presented to, and discussed with, the operational staff and the application developers.

Although chiefly designed for production applications the Performance Evaluation solution is also suitable for designing performance features into the application's architecture before or during development.

### Procedures

The Performance Evaluation is carried out by Transflow in the following fashion:

- Working with the operations staff install monitoring software into the production application.
- Initiate the collection of performance data for the production application.
- Working with the application developers analyze the performance data with respect to the application architecture.
- If any implications regarding the production environment emerge from the analysis then discuss them with the operations staff.
- Produce and publish the performance improvement report and discuss it with the application developers and operations staff.

*keeping transactions flowing*

After the performance improvement report has been presented then customers are free to solicit competitive bids for the implementation of the proposed solution. In normal circumstances Transflow will tender its own bid as part of this process.

### Logistics

Transflow first sends a consultant on-site for a day to carry out a site survey and then uses their report to provide the customer with a cost and time proposal for carrying out a Performance Evaluation.

Once agreement has been reached the Performance Evaluation is scheduled so as to best fit in with the customer's production environment.