

## SOLUTION BRIEF

# PERFORMANCEGUARD



### PERFORMANCEGUARD IS USED FOR:

- Service Desk first call resolution
- Root cause analysis
- Trend identification
- Knowledge source for proactive configuration
- Maximizing utilization of Service Desk resources
- Event drill-down to affected end-users
- End-user Key Performance Indicator (KPI) reporting
- Service Level Agreement building and monitoring

For any enterprise who aims at optimizing end-user productivity by using IT services, CapaSystems provides a software solution which reduces IT downtime for the end-users and thus optimizes productivity by pinpointing performance issues on the fly.

PerformanceGuard will help you identify if, where and when an end-user experiences IT problems by monitoring the actual IT service delivery from the end-user perspective in terms of quality and quantity.

### BENEFITS

- Lower operational costs.
- Increased productivity
- Greater end-user satisfaction
- Optimization of IT by aid of multiple out-of-the-box measurements and reports

### PERFORMANCEGUARD ENABLES YOU TO:

- Determine if, where and when a problem has occurred.
- Monitor real end-user experience.
- Monitor all systems for all users – all the time.
- Focus on business impact via KPI.



## HOW IT WORKS

The PerformanceGuard architecture consists of agents, one on each computer and a number of Frontend Servers receiving data from the agents and acting as data repositories. Data from Front-end Servers are sent to and consolidated on a central PerformanceGuard Backend Server. The view of the end-user experience is provided in real-time.

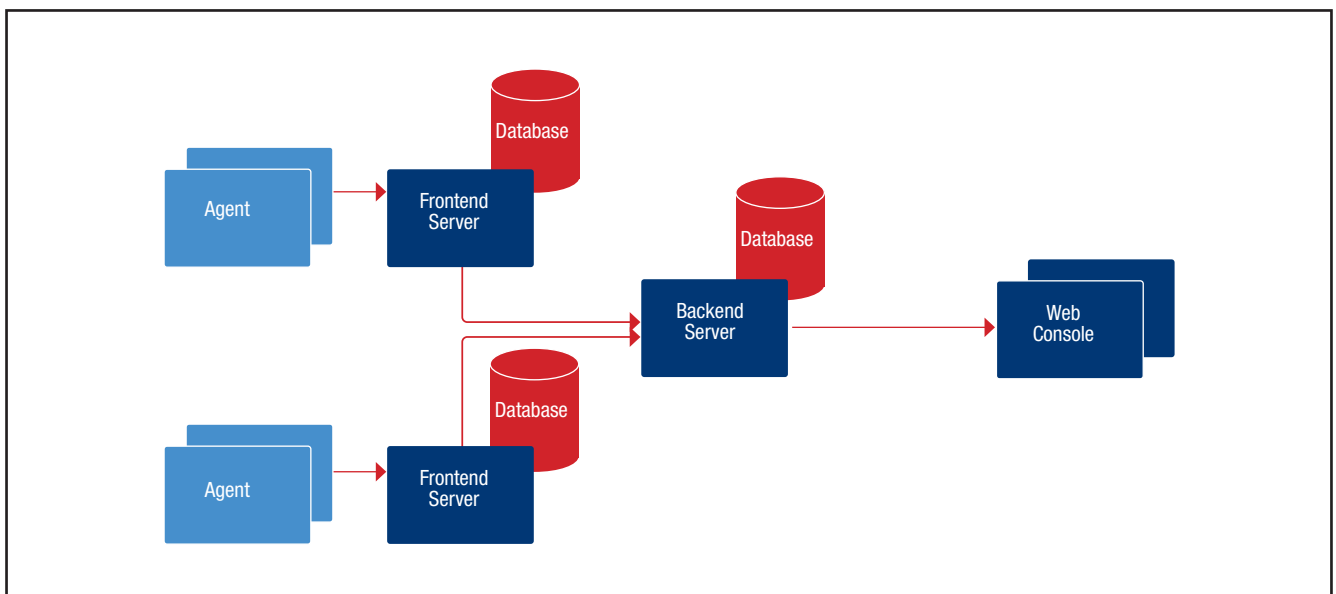
## THE PERFORMANCEGUARD AGENT

The PerformanceGuard agent is installed on each computer, where it passively monitors and collects computer performance data from an end-user perspective. Response times and other performance metrics like network traffic are measured to provide data on the entire IT Infrastructure, including end-user computers, servers and routers. Measurements cover both client/server as well as web-based services.

PerformanceGuard collects the data locally for a predefined period and at regular intervals transmits data to the PerformanceGuard Server. PerformanceGuard offers quality assurance of scheduled changes by comparing the end-user experience before and after the change. The collected data helps you in assessing the Return of Investment (ROI) in the IT Infrastructure.

## LICENSING MODEL

PerformanceGuard is licensed on the basis of the number of end-users computer and devices being monitored. CapaSystems offer both a perpetual license purchase with a yearly service and support fee and a subscription model including service and support.





## PERFORMANCEGUARD IS USED FOR:

	A mid-sized company in the utility sector	An international organization with several overseas subsidiaries	An international transportation and logistics company
Challenge	How to document the actual advantages related to higher productivity and better customer service when upgrading the infrastructure capacity and doing it system-wise.	How to find the root cause for large delays in IT performance and repeatedly unstable business services.	How to ensure that Business Management can transform the overall availability of every IT systems to KPIs showing business impact, when IT performance changes.
Performance-Guard Solution	PerformanceGuard monitors the performance of the IT services from an end-user perspective before and after the infrastructure upgrade which helps to visualize the improvements.	PerformanceGuard monitors the end-user's actual behavior and compares the results with similar historic events and thereby visualize the changes in the communication with the possibilities to eliminate non-relevant symptoms.	PerformanceGuard monitors system performance from the end-user perspective 24/7, on every IT system individually, and thereby makes it possible to document and respond to potential changes.
Customer benefit	Based on the baseline monitored before the infrastructure upgrade it was documented, that most of the IT-services had improved considerable while some of the customer services had no significant improvements and called for change of system functionality instead.	The investigation revealed that some IT-services under specific conditions would use communication by satellite instead of using line based VPN or going through the Internet Cloud. The result was a more reliable and less costly communication between the individual locations.	By using PerformanceGuard to produce data for a weekly report of KPIs, the IT Management was able to follow the business impact of the IT services delivered - prioritized by Business Management. The data was also made part of the monthly business reporting.
Alternatives	The alternative is to measure performance from a back-end perspective and base the evaluation on change in CPU-load, disk I/O and requests. None of these gives the true end-user experience.	The alternative would be to set up sniffers and other network diagnostic tools that could help narrow in the causes for the delays and instability. Unfortunately, this kind of problems are almost impossible to reproduce and there is no indication beforehand that it actually is a network problem.	The alternative would be to set up the computer client with simulations of end-user behavior, i.e. synthetic robots. This method only gives information for a limited number of transactions and only for predefined simulations of end-user behavior. It will not be representative for the majority of the end-users and can be optimized at the cost of real end-users.

