

Performance Optimization, Capacity Planning and Health Check Services



Get the most out of your WebSphere Commerce and IBM Sterling solutions

Overview

- Comprehensive portfolio of performance services tailored to meet your needs
 - Expert recommendations and proven methodology to identify operational issues and increase overall system performance.
 - Services designed to improve your end users' satisfaction by increasing throughput and response times to meet current and projected growth..
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As your Connectivity and Integration and Commerce solutions grow larger and more complex, system performance, growth plan validation, and inefficient operational processes become strategic to your business success. Poor system performance can have a dramatic impact on your business operations. Slow response and long wait times reduce productivity and frustrate users. Incorrect planning for system changes may lead to additional unnecessary expenses affecting customer service.

Let IBM® Software Services for Connectivity and Integration and Commerce help maximize the value of your investment by:

- Identifying the causes of poor system performance and common or recurring problems.
- Recommending changes to increase the overall health of your solution.

Typical performance services include:

- Performance Testing and Tuning
- Capacity Planning
- Health Checks

With unsurpassed experience, Software Services is uniquely suited to focus on the stability, the throughput, the environment and the deviations in key performance indicators of your implementation.



Performance Testing and Tuning Services

Our experts assist you in developing a performance test plan and methodology to support your solution or prepare for peak season. Performance Testing and Tuning Services include:

- Develop testing methodology with your team
- Assist with scripting and other development activities
- Review caching and invalidation strategy
- Analyze data captured during testing
- Provide recommendations for improvement

Our team will review how your system is configured, identify inefficient coding and database queries and suggest improvements in your database interactions. Software Services will help you improve overall system performance and provide both technical and operational knowledge transfer to your team.

Capacity Planning Services

Capacity Planning Services help you model your environment so that your systems have sufficient hardware and software to support new deployment or business growth, ultimately allowing you to accurately plan and budget for capital expenditures.

Using data from your solution design or an existing production system, we will help you determine your current and future capacity needs and provide feedback to improve your solution's current performance.

Health Check Services

IBM understands that change is constant to keep your solutions efficient and effective. Software Services offers a proactive Health Check service to help you keep getting the most out of your solution.

A Health Check provides an in-depth analysis of your current environment including evaluation of your hardware resources, server configuration and existing system performance.

Our team can help you identify and ameliorate performance bottlenecks including inefficiencies in coding, hardware architecture and/or database performance. The outcome is a recommendations report that lists findings and a roadmap of suggested updates to improve overall system stability and scalability.

Why IBM?

IBM's world class Software Services experts are poised to help you succeed by utilizing proven methodologies from years of successful deployments and direct linkages to the IBM Development and Research Labs as well as Product Support Organizations. So whether you're designing a new solution or expanding, merging, or converting your existing solution, IBM Software Services can help you attain a more rapid return on your software investment.

For more information

To learn more about these offerings or any of our services, please contact your Connectivity and Integration or Commerce Service Sales Representative or visit our websites at ibm.com/software/commerce/services or ibm.com/software/commerce/connect-integrate/services



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Route 100
Somers, NY 10589

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