

IBM Performance Comparison Dashboard for Content Management

Performance Optimization & Capacity Planning Services for Enterprise Content Management



Highlights

Identify potential for better throughput and response times for greater system productivity

Plan for and maintain system performance at expected productivity levels

Meet and validate your current and projected growth, as well as system architecture enhancement needs

As Enterprise Content Management solutions grow larger and more complex, system performance can be an increasingly important issue. Poor system performance can have a dramatic impact on your business operations. Slow response and long wait times result in poor productivity and frustrated users. It also affects interdepartmental service levels as well as your ability to provide high-quality customer service.

IBM Software Services can help your organisation maximize the value of your ECM investment by identifying the causes of poor system performance and recommending the appropriate changes to increase the overall performance of your *IBM FileNet Content Manager* or *IBM Content Manager* system.

Solution Description

IBM Performance Comparison Dashboard for Content Management services identify the causes of system bottlenecks and recommend appropriate changes to increase overall system performance. IBM SWG Services performance experts use proven methodologies that have been perfected by analyzing and fine-tuning IBM ECM production systems of all sizes and configurations.

The process begins with a system survey that outlines the parameters of your system and lists your specific concerns or problems. From there, IBM SWG Services experts gather information on your current transaction data and identify performance concerns. Using system monitoring and data collection tools, IBM SWG Services recommend short- and long-term tactics to enhance your system's current performance and meet your projected growth requirements. To ensure minimal disruption to your operations, performance optimization studies can be conducted remotely via modem dial-in and conference calls.

Tangible Benefits

IBM SWG Services performance optimization methodology and tools help maximize your return on investment, resulting in tangible benefits.



With deep IBM ECM centric expertise, IBM SWG Services are best suited to deliver performance optimization solutions. IBM SWG Services conduct *IBM Performance Comparison Dashboard for Content Management* services for clients worldwide with systems serving dozens to thousands of business users. Our proven processes, tools and monitoring tools have been developed and perfected over years of successfully analyzing and fine-tuning the performance of production IBM ECM installations. These same processes can also be used to perform tuning and analysis during load/scalability testing prior to your production roll-out – allowing you to stress test your new system and application to identify and correct any performance-related problems prior to actual production.

Available Services

IBM SWG Services offers a portfolio of *IBM Performance Comparison Dashboard for Content Management* including:

- Performance optimization – a single engagement service that provides you with expert recommendations to solve your performance issues. A performance baseline is created utilizing two to three weeks of captured data. Tuning recommendations are provided to you for implementation. After changes have been made, a second analysis is performed and improvements are documented, often exceeding our original estimates.
- Repeated performance tuning – a subscription that actively ensures your system is constantly performing at its best. Utilizing the same methodology as the performance optimization service, a subscription includes additional analysis cycles throughout a defined time period to document additional tuning recommendations to meet changes to your system often caused by the addition of new applications, increased transaction volume, and other system changes.
- Capacity planning – an extended performance analysis that allows you to predict the impact of future system changes including usage levels, hardware, software and application reconfigurations.



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