

# OCS Performance Consulting Services

Leverage OC Systems' expertise to ensure that your project meets its performance targets and delivery deadlines. Our consultants, each highly experienced in diagnosing and addressing performance issues with our software instrumentation tools, work with you to get your application back on track.

## Performance Tuning

When performance problems compromise your ability to meet critical deadlines and keep your project on schedule our consultants can help.

Our consultants' toolkit includes OC Systems' RootCause software instrumentation tool as well as additional proprietary diagnostic software developed to trace your performance problems to their source. Our experience also enables us to take advantage of any application performance products you already have onsite.

Our consultants work with your developers, systems engineers, and system architects, following your standard procedures, to get the problems fixed, and we provide your management with regular progress reports, along with detailed performance measurements.

Once your application is back on schedule, we can either remove our performance tools completely or you can purchase the software and continue using it for performance monitoring and problem resolution.

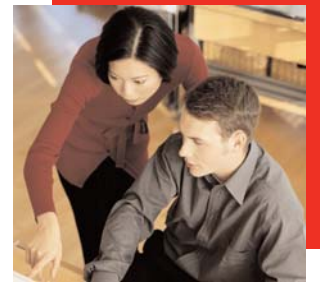
## Crisis Response

When your system is in crisis, time is money. Our crisis response teams mobilize and arrive onsite rapidly—within one or two days—with our performance diagnostic toolkit in-hand, eliminating any time-consuming procurement process.

We work as part of your team, assuming responsibility for mitigating your performance issue and focusing our efforts on resolving your problems, so you can get your project back on track.

## Transaction Monitoring

By monitoring transactions, you ensure that your systems are delivering the level of service your end users need. Traditional tools monitor resources, but with the complexity of most systems today, resources do not easily translate into business processes.



## Why OC Systems?

### We get data others can't

We bring RootCause, our own patented software instrumentation tool. RootCause lets us define custom probes—unique to your problem and your system—that deeply instrument your application and obtain data other tools can't get.

### Non-invasive approach

Our approach requires no changes to any application files. Commands are inserted at the machine-code level and executed while the application is in process. This low-overhead approach minimizes impact on your system.

### Works on any applications—third-party or in-house

You can collect performance data from all the components of your application, including third-party code, shared libraries, dynamic components, JVMs, compilers, application servers, and browsers.

### Eliminate finger-pointing and get the problem fixed

RootCause delivers source-level information about where a problem occurred. We can trace a problem back to its source, then deliver enough detail so developers can fix the software.

### Make progress faster

Once we diagnose the problem, we test a fix using RootCause probes. If the fix works, we leave the probes in place so the software functions properly until a new build can be installed. Then we move on to the next performance problem...



Monitoring transactions enables you to proactively identify problems—and often resolve them—before end users even recognize there may be an issue.

There is no one-size-fits-all approach to transaction monitoring. Your situation dictates our solution, which may range from using simulated transactions to delivering a more complete solution—measuring actual end-user transactions. Regardless, once we identify the appropriate solution we then become a part of your team, working to implement a solution that fully decomposes the transactions and speeds root-cause analysis.

### **ARM Instrumentation**

Application Response Measurement (ARM) is the “gold standard” for measuring transaction performance. It offers the most precise means of measuring transaction response time and the ability to fully deconstruct the transaction, so you can see exactly where the application is spending its time.

Companies such as IBM and Hewlett Packard have delivered ARM instrumentation in their middleware to improve the manageability of application systems. But unless ARM calls are inserted into each component of the application, even ARM instrumentation has its blind spots.

Until now, fully ARMing an application has required changing the source code, which is not feasible in many cases and not desirable in others.

OC Systems uses RootCause to add ARM calls to applications without modifying the source code. This reduces the time required to get to the right set of calls, demonstrates that the ARMed system can stand up to a full load, and speeds buy-in among IT staff and management.

The net result is that the time, risk and cost involved in implementing an end-to-end ARM solution are significantly reduced.



### **Open Source Solutions**

OC Systems knows open source performance and monitoring tools. We not only keep pace with an array of emerging open source tools, we have considerable experience-based knowledge of established tools and frameworks. In addition, OC Systems is actively involved in the ongoing evolution of two Eclipse projects: TPTP (Test and Performance Tools Project) and COSMOS (COmmunity-driven Systems Management in Open Source).

When you have questions regarding the suitability of open source tools for your particular organization, we can provide the objective expertise you need to make the best decision. And once that decision is made, our team can work with yours to deliver an open-source-based solution that meets your unique testing, monitoring and performance requirements.



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