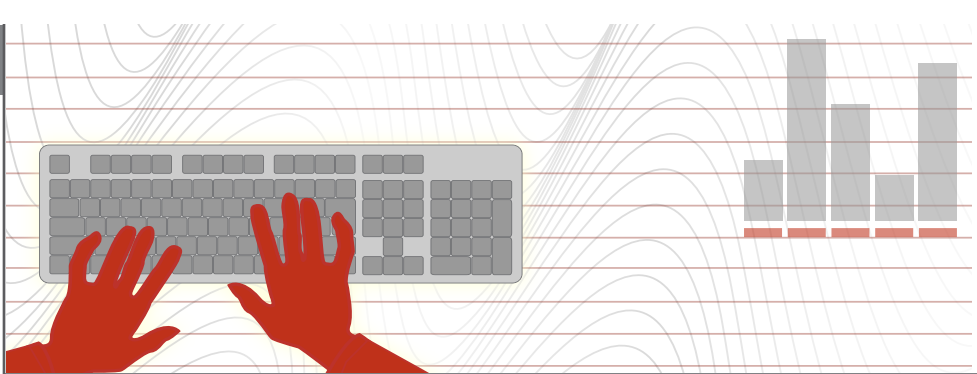


Very few IT organizations fully understand that correcting capacity and performance issues costs a lot less before deployment than after.

— “The Capacity Planning Software Market,”  
Forrester 2007

### TeamQuest Performance Software means your

- Products will perform better
- Market opportunity can be expanded to new configurations
- Sales quotations can safely assure customers of performance
- Customer installs will be optimal for you and your customer
- Customers will be satisfied
- Support costs will be reduced
- Overall speed to market will be greatly improved



its<sub>o</sub>

## ISVs: Quickly Reach More Customers

What if you could quickly and easily expand support of your software products to a much wider variety of system configurations? What if you could know with confidence the speed and performance you could expect on those platforms without actually testing on all those configurations?

You can do all that and more with the right analytic modeling techniques and tools.

ISVs are aware of the need to engineer for performance. Many ISVs have learned the hard way that waiting until the very end of a development effort to worry about performance virtually guarantees trouble, either during in-house testing or worse yet, on customer systems.

Just getting performance to acceptable levels on a limited range of development and test systems is hard enough without worrying about the wide range of system configurations that exist in the field. Limiting support to a narrow range of platforms and configurations limits the potential market for software products. Speed to market is essential, but it costs time and money to test on additional configurations.

Yet software sales organizations are often forced to convince customers that their performance requirements can be met on whatever equipment they have available. Making matters even more time-consuming and risky, some customers seek promises and contractual commitments regarding performance of your software on their systems.

Once a sale has moved beyond the initial stages, how do you help your customers ensure that their systems are optimally configured to deliver the best performance with your software? And would it help if you had a way to reduce the time it takes to deploy your products on customer systems? Would you like to reduce the number of post-deployment performance issues reported by your customers?

### **Analytic modeling gives fast, accurate performance predictions**

With the right analytic modeling tools you can accurately predict how your software will perform in a variety of situations. Simply use your existing load-testing solution and take baseline measurements using TeamQuest software on your normal test platform. With those baseline measurements along with information regarding the configuration of your test platform, TeamQuest Model can then predict how the same software will perform under different conditions.

It is fast and much more accurate than simple trending, and it can tell you whether your application could benefit from tuning and how performance will be affected if the hardware configuration changes or work from another application is added to the same system.

### **Faster software, more customers, more quickly**

You can use TeamQuest Model's components-of-response-time analysis during development testing to locate and correct performance bottlenecks in complex enterprise-class applications. Once development is complete, you can use the tool to predict performance on various configurations that you may not have available within your development center. This can allow you to confidently declare support for a broader range of platforms and configurations, opening your products up to a broader market.

During the sales process, the queuing theory upon which TeamQuest Model is built can help you ease customer concerns about whether or not their production environment can adequately host your application while continuing to meet service levels not only for your app, but other apps running on the same systems.

And where configuration changes are needed for a particular customer installation, TeamQuest Model can provide a credible and accurate recommendation for the most efficient solution, balancing cost with performance. The tool can accelerate the deployment process by taking out the guesswork, and you are assured that both your apps and others running on your customers' systems will perform as expected after deployment. You can ensure that required service levels will continue to be met as your customers' business workloads increase in the future.

### **About TeamQuest Corporation**

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO), specializing in Capacity Management software. TeamQuest helps IT organizations consistently meet service levels while minimizing costs and mitigating risks. By combining performance data and business metrics, TeamQuest software enables IT organizations to provide accurate, objective information as input to critical business decisions. Companies around the world trust TeamQuest software to help them proactively improve service delivery and support best practices.