

## TeamQuest® Performance Software

Enterprise performance and capacity management software for proactive IT Service Optimization

TeamQuest Performance Software is a suite of four integrated products that help organizations optimize IT services, from performance management and reporting to event monitoring and capacity modeling. Products can be used individually or in combination to address various needs, and they scale to thousands of servers in complex, heterogeneous and virtualized environments.



### TeamQuest Model

TeamQuest Model accurately predicts the resources required for consistent service delivery at appropriate risk levels. TeamQuest Model predicts the impact of configuration changes, consolidation options, and varying demand levels without requiring hardware to be configured or artificial loads to be applied. It streamlines the process of predicting performance on alternative configurations, including migrating from one operating system/hardware platform to another. You can determine the effects of changes to memory, I/O devices, network bandwidth, and size or number of CPUs. TeamQuest Model even understands the nuances of multithreaded environments and the various partitioning configuration options that different operating systems have. These accurate and objective predictions from TeamQuest Model ensure selected configurations will satisfy service levels while meeting cost and power consumption limitations.



### TeamQuest IT Service Analyzer

TeamQuest IT Service Analyzer offers both real-time and historical capabilities for proactive IT service performance analysis, problem diagnosis, root cause analysis, drill down, and reporting. You can easily drill down across multiple, heterogeneous infrastructure components to isolate the root cause of service performance problems, regardless of where various components may reside. IT Service Analyzer is a rich Web application, providing a desktop-quality user interface accessible from anywhere via a Web browser.



### TeamQuest IT Service Reporter

TeamQuest IT Service Reporter offers a highly interactive, Web-based user interface for creating and customizing reports to distribute via the Web or in PDF or Excel formats. You can customize reports with your company logo and explanatory text to personalize them for various audiences. These dashboard-style reports communicate performance status and service level achievement at a glance.



### TeamQuest Alert

TeamQuest Alert is a system performance console that quickly highlights the health status of a large number of systems through performance monitoring and alarm event management. It automatically evaluates the performance of each of the monitored servers based on built-in rules of thumb, and then displays text and color indicators to show good and poor performance. Once a problem is detected, users can drill down to related performance information and user activity for rapid top-down analysis.



### Typical Product Users

#### TeamQuest Model

Capacity Planners  
IT Infrastructure Architects

#### TeamQuest IT Service Analyzer

Performance Analysts  
Capacity Planners  
System Administrators  
Help Desk Personnel

#### TeamQuest IT Service Reporter

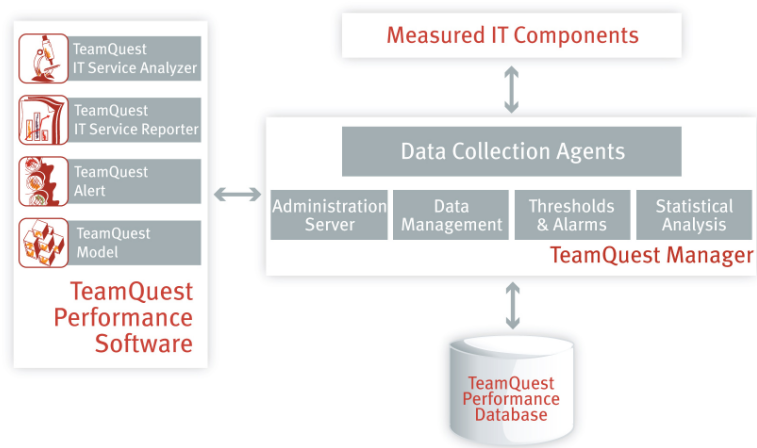
IT Executives  
IT Managers  
Business Managers  
IT Clients

#### TeamQuest Alert

IT Operations  
Help Desk

While IT is often managed according to technology silos, TeamQuest Performance Software is a heterogeneous solution that can make cross-silo performance and capacity management much simpler and more efficient.

TeamQuest allows you to standardize on one tool and integrate data from various silos, providing a single point of reference with the same look and feel across every platform. A single tool providing consistent data and standardized processes creates a strategic advantage. Flexible reporting allows you to view that data in various ways and easily tailor reports for different needs.



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## Systems, components, and applications to be analyzed

### Operating systems:

- AIX on POWER
- HP-UX on Itanium and PA-RISC
- Red Hat Ent. Linux on Itanium, POWER, x64, x86, and zSeries
- Solaris on SPARC, x64, and x86
- SuSE Linux ES on Itanium, POWER, x64, x86, and zSeries
- Windows on Itanium, x64, and x86

### Virtualized environments:

- PR/SM LPARs on POWER
- Solaris Zones on SPARC, x64, and x86
- VMware virtual machines on x64 and x86

### Databases:

- DB2 UDB on AIX, Linux, Solaris, and Windows
- Oracle on AIX, HP-UX, Linux, Solaris, and Windows
- SQL Server on Windows
- Sybase on AIX, HP-UX, and Solaris

### Web servers:

- Apache on AIX, HP-UX, Linux, Solaris, and Windows
- IIS on Windows

Network devices via SNMP

Network tiers via the Network Application agent

EMC Symmetrix

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