COMPUWARE EXPERT SERVICES

ACCELERATE YOUR ROAD TO APM EXCELLENCE

Compuware’s Expert Services help companies use Compuware APM to accelerate and optimize critical business applications across their entire application delivery chain, including today’s most challenging modern applications like Cloud, mobile, Big Data and SOA. These services help instrument an increased quality of IT service and end-user experience. The results can increase incremental revenue, customer retention and operational efficiencies, while enhancing service-level management.

You can choose Compuware Expert Services for a specific technology, phase of the lifecycle, or using a “map” to guide you, the Performance Journey℠. This short summary will help you position where you are at in your APM strategy today, where you’d like to be in the future, and how Compuware Expert Services can help get you there.

INTRODUCING THE PERFORMANCE JOURNEY℠

The Compuware Performance Journey℠ is a maturity model driven by industry best practices that gives companies valuable insight into how they can be more competitive through better business performance. It is how Compuware and our customers jointly identify how to meet and exceed business goals using application performance management (APM). It also ensures ongoing and increasing relevance of APM investments over time.

No two organizations are exactly alike in their use of IT and their ability to keep pace with the changes in the market and technology varies widely. However, organizations do share a large number of common traits when it comes to APM.

THE FIVE ASPECTS OF APM MATURITY

1 - Performance Measurement – The ability to measure application performance from the end-user’s perspective across the entire application delivery chain.

2 - Problem Resolution – The ability to identify, isolate fault domain, determine root cause and resolve application performance problems.

3 - Performance Improvement – The ability to continuously identify, prioritize, implement and measure the results of application improvement opportunities.

4 - Production Readiness – The ability to ensure user experience can scale with load prior to launching new applications or deploying infrastructure changes.

5 - Performance Reporting – The ability to provide role-specific insight that enables superior business and IT decision making.

Developed through the experience of hundreds of customer engagements, the Performance Journey℠ incorporates these traits into a model designed to map the relative APM maturity of an IT organization.

The Performance Journey℠ is an excellent approach for defining the current state of APM maturity, from which an APM capability roadmap is aligned to strategic business goals. The results not only reveal current APM capabilities; more importantly, they provide keen insight into practical and valuable enhancements to existing APM processes and solutions, leading to improved application service delivery.

While a formal Performance Journey℠ starts with a Performance Journey℠ Assessment Service, customers can embark on their journey in many ways; all Compuware Expert Services – from product enablement to Center of Excellence Best Practices – use this Performance Journey℠ approach to maximizing value and accelerating maturity.
ENTERPRISE APM ENABLEMENT SERVICES

These expert services can help advance an organization’s APM capabilities to align more closely with the rapid development, delivery and ongoing management of critical business applications. Designed with an eye towards DevOps collaboration, specific services focus on points in the application lifecycle – development, testing and production. Two of the services – the foundational Performance Journey℠ Assessment and the broadly enabling Center of Excellence (CoE), provide the guidance and structure for a multi-disciplinary culture of performance visibility, collaboration and quality.

PERFORMANCE JOURNEY℠ ASSESSMENT SERVICE

The Performance Journey℠ Assessment Service creates a roadmap deliverable with clearly defined action paths to better business performance based on business and IT requirements.

Delivered as a series of interviews and workshops, The Performance Journey℠ Assessment Service will help clarify current and desired APM capabilities, answering important questions such as: What are our current APM capabilities? How well are we leveraging our current investment in APM products and services? Where should we focus to fill the gaps identified in existing APM processes, skills, and toolsets?

The strategic APM roadmap provided by the Performance Journey℠ Assessment is aligned to support business priorities, increasing the value from existing and planned APM investments by accelerating your APM capabilities. It identifies opportunities for increased business and IT value through an improved culture of application performance collaboration.

APM ENABLEMENT FOR PERFORMANCE ENGINEERING

Designed to assist customers incorporate APM best practices into the development cycle of their SDLC, this service helps IT organizations ensure performance is proactively addressed early and efficiently. Customers will benefit from specific performance analysis and tuning techniques while integrating valuable Compuware APM capabilities into their development processes using a collaborative DevOps approach.

The service enhances the development organization’s ability to deliver software that meets performance and reliability service level goals, for new applications as well as for changes to existing applications. By identifying performance issues easily and early, IT can ensure that code changes do not impact performance in production or require multiple QA testing iterations.

The APM Best Practices for Performance Engineering service increases development efficiency through reduced release cycle times and increased reliability. Costs are reduced through improved code quality and faster code delivery; revenue increases through faster time to market and improved customer satisfaction.

APM ENABLEMENT FOR TEST CENTERS

Designed to assist customers incorporate APM best practices into the testing cycle of their SDLC, this service helps IT organizations ensure that they can effectively address key performance and scalability goals throughout the testing cycle. Customers will benefit from specific performance analysis and test integration techniques while leveraging unique Compuware APM capabilities into their testing and quality processes using a collaborative DevOps approach.

The service enhances the testing organization’s ability to deliver software that meets performance and reliability service level goals. Increased testing efficiency is accomplished by integrating performance analysis into existing testing frameworks, avoiding expensive “development war-rooms” and eliminating the need to rerun tests to recreate problems.

The APM Best Practices for Test Centers service increases testing efficiency by delivering shortened test cycles and increased coverage. Costs are reduced through fewer test iterations and fewer incidents reaching production, while revenue is increased through faster time to market and increased customer satisfaction.

APM ENABLEMENT FOR OPERATION CENTERS

Designed to assist customers with deploying APM best practices for monitoring critical production applications, this service helps IT organizations ensure expert implementation of application performance monitoring, alerting, problem resolution and reporting processes.

The service enhances the real-time operational insight organizations require for effective decision-making, answering questions such as: What key processes and business transactions should be monitored? How can we devise effective dashboards and an actionable alert strategy? How can problem resolution processes be refined to minimize the impact on end users?

The APM Best Practices for Operation Centers service provides a reliable and agile foundation upon which IT organizations can grow in alignment with business priorities. Organizations can expect to leverage existing APM investments to improve operational capabilities, improve problem resolution processes, and identify opportunities for continual APM service improvement.
APM ENABLEMENT FOR BUILDING A CENTER OF EXCELLENCE

Designed to assist customers with implementing a Performance Center of Excellence (CoE), this service helps guide IT organizations towards cross-functional integration of application performance awareness, ensuring the adoption of APM best practices using a common understanding of business-aligned goals.

Involving development, testing, production and business stakeholders, the service enables “continuous APM” throughout the SDLC, effectively addressing such challenges as: Who owns performance? What do the executives care about? Which tools offer effective and trustworthy DevOps collaboration?

The APM Best Practices for Building a Center of Excellence service provides a recognized corporate authority for performance expertise. The CoE plays a primary role in identifying business-aligned performance goals, ensuring responsibility for performance is shared appropriately, encouraging the use of a common DevOps tool set, and facilitating a modern and agile APM solution.

PRODUCT APM ENABLEMENT SERVICES

These product-specific Expert Services are designed address the unique challenges of specific operating environments, application platforms and APM products, ensuring the most effective deployment and adoption of existing Compuware APM solutions. Designed for current Compuware APM customers, the services help advance an organization’s technical APM strategy to align with the core underlying technologies.

The services are delivered in short, consumable “coaching sessions,” ensuring rapid time to value with minimal disruption. While each service will define a set of environment-specific deliverables, all services implement the Performance Journey™ approach to increasing APM maturity by accelerating the adoption of proven best practices. Typical deliverable categories include expert knowledge transfer, effective data analysis, best practices in configuration and reporting, and data validation.

Product APM Coaching Services increase customer satisfaction and service efficiency by improving service delivery and reducing operational costs, while ensuring the APM solution is operating at its highest level of value – today and tomorrow.

QUICK START SERVICES

Compuware Quick Start Services for APM are designed to get customers who are new to Compuware APM products up and running with the implementation and configuration of their Compuware APM solution, providing rapid high-fidelity insight into key critical application(s). The result is reliable and immediate success with a correspondingly rapid return on investment, while building a solid foundation of APM knowledge for the future.

PERFORMANCE PIT STOP SERVICES

Compuware Performance Pit Stop Services are cost-effective and innovative services that give customers rapid access to top Compuware APM experts exactly when, where and how they need them. Ideal for organizations that need to lower business and IT risk by immediately accessing APM knowledge and expertise, Performance Pit Stop Services deliver fast, easy-to-access experts to help optimize application performance.

Performance Pit Stop Services offer high-level expertise, rapid accessibility and flexible deployment choices to provide the most cost-effective delivery of top APM resources.

ABOUT COMPUCWARE APM

Compuware APM is the leader in a new generation of application performance management. Unlike traditional APM solutions that are heavy, difficult and reactive, Compuware APM is light, smart and proactive. Compuware APM is built to manage the complexity of today’s most challenging modern applications including mobile, cloud, big data and SOA. Compuware APM optimizes and monitors tens of thousands of applications for more than 4,000 customers, large and small, around the globe. Through the lens of end-user experience, our customers enjoy faster performance, proactive problem resolution, accelerated time-to-market and reduced application management costs through smarter analytics, advanced APM automation and a unique performance lifecycle foundation.

Compuware is recognized as a leader in the “Magic Quadrant for Application Performance Monitoring” report. To read more about Compuware’s leadership in the APM market, visit www.compuware.com/apm

Compuware Corporation, the technology performance company, makes technology make a difference by providing software, experts and best practices to ensure technology works well and delivers value. Compuware solutions make the world’s most important technologies perform at their best for leading organizations worldwide, including 46 of the top 50 Fortune 500 companies and 12 of the top 20 most visited U.S. web sites. Learn more at: compuware.com

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