HEWLETT PACKARD

HP Performance Consulting Service

Technical Data

A Service of the HP ConsultLine Program

Every organization experiences growth and change in its business environment. As a result of business changes in your company, additional and altered demands will be placed on your computing resources. Managing the performance of your computing environment and capacity planning for computer system and business growth are critical to maintaining your firm's efficiency and productivity.

HP Performance Consulting service, which is a part of the HP ConsultLine program, offers a complete, flexible range of services to meet all of the performance management and capacity planning requirements within your data processing environment, whether it consists of a single CPU or the most complex distributed processing network.

Our performance specialists — who have the most current, detailed knowledge of and experience with HP system architecture and internal software — deliver the consulting services. HP may use proprietary software tools to measure your system's performance.

These tools and our specialists' knowledge and experience in technical and business aspects of system performance ensure that you receive the best, most cost-effective performance consulting available for HP systems.

HP Performance Consulting service includes the capability to work with each phase of your system's life cycle, such as: planning your computer resource capacity requirements, implementing performance management procedures, optimizing applications, and identifying and removing performance bottlenecks experienced in your day-to-day operations.
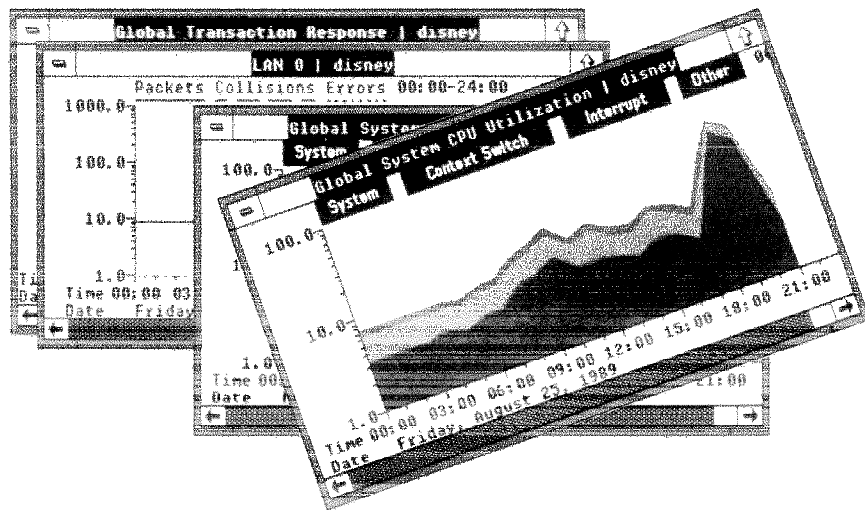
Features

- Superior quality analysis and recommendations by HP performance specialists

- Comprehensive, flexible range of performance services tailored to your specific requirements

- System measurement using HP proprietary software tools

- Professional reports incorporating presentation-quality graphs

Benefits to You

* Make business decisions with confidence based on expert analysis

* Solve your system performance and capacity management requirements cost-effectively

* Receive accurate measurement of system performance

* Interpret complex performance data quickly and effectively communicate analysis results within your organization

Make Business Decisions with Confidence

A key element in these services is the analysis by an HP performance specialist. These highly trained and experienced professional consultants will provide you with the best possible analysis and recommendations on which to base your business decisions.

Solve Your System Requirements Cost-effectively

The performance specialist will work with you to determine your requirements and will then tailor a service to meet your specific needs. An agreed-upon set of tasks and deliverables will be provided as part of this customized service.

Receive Accurate Measurement of System Performance

HP proprietary software tools may be utilized to measure your system's current performance and to predict future performance in capacity-planning exercises.

These tools, while providing an accurate measurement of your system's performance, have been designed to ensure they do not impose significant overhead on your system.

Interpret and Communicate Complex Data Quickly

Presentation-quality reports combining graphs, explanatory text, and a written analysis by the performance specialist will allow you to assimilate the data quickly and to make more accurate business decisions. You can then effectively communicate the information to other interested people in your organization.

Additional Features

Performance Consulting Categories

If you require assistance with a current performance problem, or are concerned about future growth, HP can consult with you about topics such as problem diagnosis, system management, capacity planning, application optimization, or network performance.

Problem Diagnosis. User productivity can be seriously affected by performance degradation. If your user community is experiencing increasing or erratic response times or if you are having difficulty achieving job turnaround times, these services can help identify and remove performance bottlenecks.

Features Include:

* In-depth, accurate measurement of your system's performance

* Identification of performance bottlenecks

* Specific recommendations about tuning your system for our application mix

System Management. Service level objectives allow you to set system performance expectations in terms users can understand — response times, workload throughputs, availability, and so on. Achieving these service level objectives while maximizing the return on your computing investment is the goal of system management. The HP performance specialist helps you to define service level objectives, balance your workloads and system resource utilizations, prioritize your various applications, and develop appropriate system management and housekeeping practices to ensure service levels are met and reported.

Features Include:

* Specification of realistic service level objectives based on workloads, system configuration, and budget constraints

* Identification and reporting of existing system utilization and service levels

* Determination of most efficient job scheduling for your application mix and priorities

* Definition of system management practices to best utilize existing system resources while meeting service level objectives

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Capacity Planning. As your business environment changes, these services can help you predict the performance effects of additional users, increasing the number of your current transactions, adding standard HP software products to your current configuration, or upgrading your system configuration. The HP performance specialist works with you to characterize your existing workload and to determine which "what if" scenarios to evaluate.

Features Include:

- In-depth, accurate measurement of your system's workload

- Use of sophisticated analytic modeling software

- Customized "what if" scenario analyses incorporating your future plans and alternatives

- Standardized HP application software workloads (where available) that can be added to your system's model to forecast the implications of adding new software packages

Application Optimization. Software applications should deliver acceptable performance as well as the required functionality. Your HP performance specialist can work with you when you develop new applications, or review existing applications to ensure optimal applications performance. You will be able to identify issues with database design and usage, and efficiency of file usage and application code.

Features Include:

- Measurement of your application's performance characteristics using HP proprietary software tools

- Analysis of application interaction with databases, file management, and other subsystems

- Investigation of system resource usage by application and, where appropriate, within a specific application

Network Performance. Distributed processing, transaction processing, and larger networks have increased the complexity of analyzing performance issues within your data processing environment. If your network users are experiencing performance degradation, but it is unclear whether the problems are occurring within the network, the application system, or intermediate nodes, HP's performance specialists can work with you to isolate and remove the bottlenecks.

Features Include:

- Measurement of your data processing environment's performance, including end systems, intermediate nodes, and connecting network performance

- Identification of performance bottlenecks

- Specific recommendations for tuning your network and distributed systems

Product Implementation Assistance. Effective use of HP's performance monitoring software products will provide the maximum return on your investment. Our performance specialist will work with you to advise you on the most efficient use of your software, and assist you in learning how to interpret performance information.

Features Include:

- *Installation and configuration of the software*

- On-site explanation of product usage

- Development of product management procedures

- *Case study of product use*

Specifications

Customer Responsibilities

Project Manager. You appoint a project manager to work with HP's performance specialist. This project manager is HP's primary contact throughout the consulting engagement.

Ordering Information

These services are available for MPE V, MPE XL, and HP-UX systems. Selected services are available for RTE systems. For more information on terms and conditions, please see the Customer Support Services Agreement (CSSA), Exhibit 2W.

You may request performance consulting services from your nearest HP sales office or by conferring with your HP sales representative or HP software engineer.

An HP performance specialist will work with you to determine your exact requirements and to confer on a set of tasks and deliverables to be provided as part of the service. You will then be provided with a quotation for the delivery of the agreed-upon service.

Some services may not be available in all areas.

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For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.

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