

Challenges Addressed

PG-SME/MCS™

IMS PerformanceGuard Managed Service

End-User Performance - Managed Consultative Service

From the End-User Perspective



“Real-Time end-to-end Productivity View of the Services received by the End-Users and How To Improve or Fix Them”

Business Productivity Improvements PG-SME/MCS™

IMS PG-SME/MCS is an End-User Experience Performance Management and Troubleshooting solution to support and improve the delivery of key business critical applications and services to the user base. Providing a real-time end-to-end productivity view of the services received by end-users, enables IT departments to stop finger pointing, optimise system performance, increase productivity, reduce expense on infrastructure and help-desk resources, and ensure compliance with service level agreements (SLAs).

1. Typical Challenges Addressed:

PG-SME/MCS tackles the following daily scenarios:

1. **End-User Performance Issues** killing productivity remaining unresolved
2. **Slow Start-up/Log-On** to the desktop/laptop, the network and into Windows leaving end-users complaining and morale low
3. **Application Response Time issues** for various applications directly affecting the end-user experience
4. **Outlook and Exchange Issues** randomly repeating causing various email issues
5. **Stop the Finger-Pointing** when troubleshooting between internal IT departments and third party suppliers including applications, hardware, ISP's, outsource services etc
6. **New Application Deployment Issues** causing poor end-user experience compared to pre-deployment test results
7. **Degrading Network Performance** impacting the user experience, due to DNS issues or saleability issues within the network, servers or applications
8. **Application Patch Issues** affecting response times, performance and availability when a new patch is deployed
9. **Differing Inter-office Experiences** for various desktop and laptop users, often conflicting and often DNS related
10. **Server Consolidation Projects** require pre and post end-user performance data to ensure a successful VM environment

Business Requirements as a Managed Service

This solution will deliver performance improvements by focusing on the client and client/server perspectives and proactively monitoring the End User Response Time of all business transactions through to the Customer's back end servers or external managed server farms, whilst simultaneously providing visibility of the network and application areas.

This visibility combined with fine tuning of performance thresholds through baselining, will detect performance degradation before it impacts the business and pin point the root cause of such degradation allowing timely resolution

PG-SME/MCS™ is based on the award winning PerformanceGuard technology®

PG-SME/MCS™ features:

- ✓ Unique and Award Winning solution trusted by IT professionals in 120+ countries.
- ✓ Auto-detects standard applications and business transactions 'out of the box'.
- ✓ Auto setup and Customised reports with analytics for PC's, applications, servers & network systems.
- ✓ Proactively Monitors performance & degradation of all End-Users, all services, all applications etc.
- ✓ Auto Baseline and Threshold configuration by default, adjustable via IMS-MCS service.
- ✓ Auto-detects new components and system re-configurations and re-baselines by location.

Further information? Visit pg-sme.inmansys.co.uk

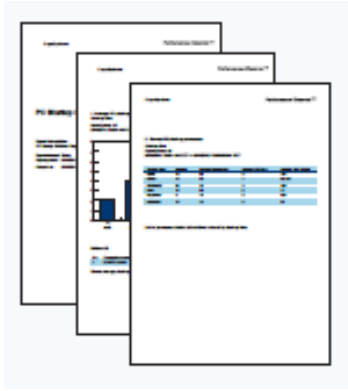


Recovering Productivity

Reducing Overheads

Increasing Profits

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After ordering the PG-SME/MCS service all we need to do is to install the PG-SME agents on the devices to be proactively monitored in your organisation.

From that day you will receive proactive weekly/monthly reports with key information on all your End-User PC's and Servers including 24x7 monitoring & alerting on detailed Business Transactions.

“Proactive performance monitoring from the End-User perspective is the ultimate judge of whether or not the IT systems are delivering the best possible service”

2. Key Productivity Benefits to the Business:

1. **Optimise the End User Experience** for both local and remote locations by improving their client logon times, local processing times and application response times via the network
2. **Increase Productivity of the Business** as a whole by proactive provisioning of real-time end-to-end data to ensure a continued baseline of acceptable delivery of end-user performance and associated business transactions
3. **Stop the Finger Pointing Losses** between IT departments and/or Vendors, and the significant associated loss of resource time chasing problems to a possible resolution
4. **Ensure SLA's are met** by proactively preventing impending issues and allowing time for suitable change process if required
5. **Boost Morale of the End Users** by visibly improving overall performance and availability of network resources and supplying quantifiable feedback of issue resolution
6. **Improve Systems Availability** through 24x7 proactive end-to-end monitoring of application availability, application response time, acceptable network availability & latency, CPU & memory resources of all systems
7. **Reduce IT Resource Losses** through automated provision of historic and predictive data from an holistic end-to-end enterprise view of all systems, all users, all the time
8. **Assure Key Application Releases** by providing impact analysis from 24x7 real-time data monitoring of end-user experience, network, server and systems responses
9. **Assure Implementation of Major Changes** and that the end-user experience around key systems prior to and after implementation remains optimal, driven by the business roadmap
10. **Monthly/Quarterly Reviews** of improving performance and availability criteria automatically generated from the solution

CONFIGURATION

Basic, monthly fee* includes:

- ✓ provision of the agents for 100 Windows devices (installation files for PC's & Servers provided by email).
- ✓ 24x7 proactive real-time alerting along with discovered performance issues telephone support .
- ✓ weekly proactive management reports with conference breakout sessions.
- ✓ monthly baseline and detailed analysis meeting/conference via IMS-MCS service.

For additional device agents:

Monthly additional fee* in blocks of 50 agents

** pricing as currently published, available on our website*

For further information please:

- visit pg-sme.inmansys.co.uk or contact us below:



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