Secure-24
An NTT Communications Company

Application Performance Troubleshooting
Quickly Diagnose Application Issues to Restore Optimal Performance

Combining industry-leading application performance management tools with time-tested troubleshooting methodologies, Application Performance Troubleshooting, delivered by Secure-24's Premier Services team, enables IT teams to quickly identify and resolve performance issues before they become mission-critical.

Key Features

- Comprehensive assessment of applications performance and speed.
- Best-in-class solutions and experienced consultants to quickly triage performance issues.
- Expert recommendations to enhance end-to-end application response time.
- Customized to support unique IT infrastructures.
- Industry-leading Service Level Agreements

Key Benefits

- **Reduced downtime, disruption and costs tied to performance issues or outages**
- **Faster time to application problem resolution**
- **Improved application performance and increased productivity**

Restore Applications to Optimal Performance

Quickly get applications running at peak performance with Application Performance Troubleshooting. Leveraging Riverbed's advanced network-based monitoring software and best practice methodologies, our Premier Services experts help to quickly identify the root cause of application performance issues and provide recommendations to restore optimal performance.
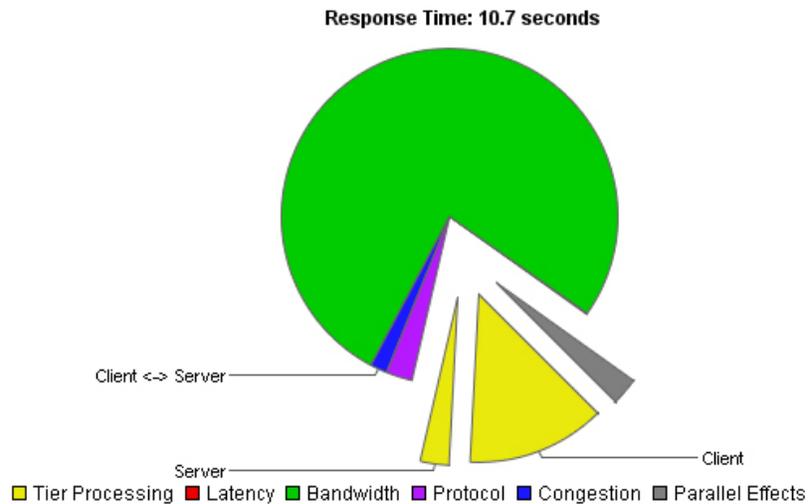

Figure 1 - Example Summary of Delays Report from AppDoctor.

For network issues, Secure-24's unique methodology identifies performance issues caused by latency, insufficient bandwidth, protocol congestion, incorrect Transmission Control Protocol (TCP) window sizes, application inefficiencies or chattiness, while also identifying server-processing delays.

For application servers, Secure-24 experts evaluate the end-user experience, perform code-level transaction tracing, and monitor deep application components. Leveraging a Big Data approach, this methodology provides valuable context for analyzing application performance and rapidly identifies the source of performance issues at the component and code levels.

Flexible Models to Support Unique Environments

To resolve application performance issues before they become mission critical and to balance the intricacy of application and network infrastructures, Application Performance Troubleshooting delivers two engagement models.

- **App911 Response**

    For mission critical needs, an App911 engagement deploys a Secure-24 engineer within 24 hours of receiving a commitment to proceed. The engineer diagnoses the performance issue root cause for a single transaction within one production application and provides recommendations for corrective action — all for one fixed fee.

- **Custom Response**

    When a client's needs span multiple transactions or applications, Secure-24 creates a customized time and materials troubleshooting engagement to resolve performance issues.

Performance. Innovation. Trust.
Comprehensive Managed Cloud Services.

For more information about Application Performance

Troubleshooting, visit Secure-24.com or call +1.800.332.0076 to speak to a Secure-24 representative.

Related Services

- Application Performance Management as a Service (APMaas)
- Network Readiness Services
- Application Dependency Mapping Services
- Risk Assessment Services

Contact Us

📞 (800) 332-0076

✉️ info@secure-24.com

🌐 www.secure-24.com