

**TEAMQUEST**

# Service Solutions Overview



## Managed Services

Are you short on staff or experience? Struggling to meet service level agreements (SLAs)? Spending too much time fighting fires? Let us do the work so you don't have to!

Use us as an extension of your IT staff. Offload the day-to-day performance and capacity planning work for consistent and optimized service delivery. Just select from a range of role-based Managed Services a solution that best fits your needs.

Each Managed Service builds on the previous.

### Solution Administrator

The entry point for Managed Services, Solution Administrator provides low-level monitoring and resolves problems, directing incidents to the correct owner for resolution as appropriate.

- Solution Administrator provides these specific tasks:
- Management of all TeamQuest software issues related to infrastructure or managed nodes
- Configuration and maintenance of TeamQuest software
- Implementation of TeamQuest software updates per your Change Management process
- Proper data collection and infrastructure monitoring
- Generation of basic, scheduled reports
- Weekly activity and incident summary

### Health & Risk Analyst

In addition to the Solution Administrator tasks, the Health & Risk Analyst managed service identifies and resolves performance issues and proactively monitors to prevent performance issues from occurring.

Health & Risk Analyst provides these additional tasks:

- Problem identification and recommendations for resolution
- Recommendations for resource and configuration adjustments to improve performance
- Exception reports showing top 10 systems for each resource
- Reports showing systems that are underutilized or have excess capacity
- Additional reports available out-of-the-box as needed

### Capacity Planner

Forecast based on historical data and business transaction data. By mapping applications to system resources and understanding business transaction forecasts for the next planning period, we can help you determine what resources you need when.

- Virtual Capacity Planner provides these additional tasks:
- Monthly capacity report for CPU, memory, and storage looking ahead up to four quarters
- Results of what-if scenarios for forecasting different resource options and configurations
- Resource requirements by application for the next planning period
- Monthly adjustments to the planning as real transactional and resource data is collected

### Optimization In A Box

Realize all the benefits and value of Capacity Management without the upfront investment of putting the people, processes and tools in place to do it. Subscribe to this service, called Optimization in a Box, and pay as you go.

This service makes use of performance data already being captured in your environment via a variety of tools and data sources. We'll analyze, interpret, and report on that data to guide you toward optimized IT services. There is no need to consolidate or transfer large volumes of data. The TeamQuest analytical engine resides on-site, and all configuration, monitoring, analysis, and reporting tasks are managed remotely by TeamQuest.



## Expert Services

Tap into our experience and expertise. We'll give you an in-depth analysis of IT performance and capacity and provide recommendations to make IT better. Learn the steps you can take to move up the maturity scale and contribute greater value to the business.

### Performance Analysis Studies

If your organization needs help determining the cause of IT performance issues, or if your people simply don't have enough time to do in-depth analysis, we can help. We will analyze the performance of key services and make recommendations to ensure you have the correct amount of resources in place at the right time to fulfill your organization's business goals.

Performance Analysis Studies identify where performance issues occur and recommend resolutions in these areas:

- **System Hardware Analysis** – A report of overall system processor memory and disk device usage to determine the current levels of utilization, identify any major performance issues and recommend resolutions
- **System Hardware and Workload Analysis** – As above, with additional in-depth workload analysis
- **System Hardware, Software and Workload Analysis** – As above, with additional in depth workload and software analysis
- **File Usage Analysis** – A report of I/O activity from the server's perspective, by file and disk (File Usage Analysis is typically done in conjunction with System Hardware Analysis, but it could be sold on its own.)

### Capacity Analysis Studies

Capacity Analysis Studies help you understand the impact of a planned increase in the business workload for a particular service so you can maintain service levels without over- or under-provisioning. These studies can help you plan a server consolidation project to support disaster recover planning or high availability requirements.

Capacity Analysis Studies provide a variety of information:

- The amount of growth your existing infrastructure can handle before it becomes insufficient
- How much capacity you will need and when you will need to purchase it
- Hardware needs for budgeting or financial management purposes
- Identification of underutilized systems that may be consolidated or repurposed (physical to physical, physical to virtual, or virtual to virtual)
- Infrastructure requirements to support new applications, such as increasing the number of users or moving the application from a test to a production environment

### ITSO Maturity Services

The demands on IT require a great deal of efficiency, and IT organizations often benefit from improving their processes. Based on a five-level maturity model, the IT Maturity Workshop helps you assess your current skills, processes and tools and provides clear direction on what you can do to drive greater business value.

This collaborative workshop results in your own unique roadmap for increasing productivity and efficiency for your organization. The insight gained and recorded during the workshop will reveal:

1. Your current maturity level
2. Your maturity profile in terms of people, processes and tools
3. Suggested actions that will improve your situation

All findings and recommendations will be presented briefly at the end of the session and in a report sent to you after the workshop.



## Deployment Services

Decades of experience has taught us the best way to implement a solid Capacity Management solution is a methodical four-step approach: assess, discover, design, deploy. This process ensures you get a running start and realize the full value of our solutions as soon as possible.

Before implementing a solution, we assess where you are today. Then we work together to understand your objectives and discover specific areas for improvement. Based on those needs and objectives, we design an implementation plan with defined success criteria, along with a detailed outline of activities and responsibilities. Finally, we execute the plan and deploy the solution that meets the functional and technical requirements defined by the business objectives.

A successful deployment of our solution in your environment is only the beginning of what we consider to be a long and lasting partnership. We are here to walk the full journey with you.

## Health Check

As with any solution, it is a good idea to review your implementation and configuration of TeamQuest software from time to time to make sure you're getting the most value from it.

Health Check provides recommendations to optimize the infrastructure of the TeamQuest solution to ensure you're getting maximum business value:

- Understanding of the current deployment of TeamQuest software, including what versions are running where
- Assessment of the current capacity health of the TeamQuest infrastructure and recommendations based on planned changes to the environment
- Best practice recommendations for optimizing TeamQuest software in terms of configuration and use
- Alignment of TeamQuest software with business objectives

## Product Training

Looking for a refresher course on using TeamQuest software? Need to train additional staff? TeamQuest University provides product training classes that will enhance the skills of experienced users, as well as bring new users into the fold.

All classes are led by TeamQuest Global Services experts. Each class provides 3.5 days of interactive, hands-on learning based on real scenarios. If you prefer to host a class at your facility or want to take the class online, please contact us to make arrangements at [sales@teamquest.com](mailto:sales@teamquest.com).

