

TeamQuest and OpTier



OpTier and TeamQuest have created a unique solution for enhanced capacity planning. The solution provides a tighter link between business needs and IT expenditures than any other available capacity planning solution.

In creating a direct link between business activities and specific IT resource consumption, OpTier and TeamQuest have now made it possible to:

- predict how growth in one line of business will impact specific IT resources,
- predict the business impacts of consolidating different applications and business activities,
- predict when IT should provision new infrastructure to meet specific business demands (such as increased demand due to a new marketing campaign, a major acquisition, etc.)

The OpTier and TeamQuest joint solution allows you to better utilize your hardware, speeds Return on Investment, and most importantly improves Service Level compliance.

How it works:

There are three main business drivers for using capacity planning technologies and methodologies:

- To ensure infrastructure and service availability
- To achieve cost savings through optimized capital expenditure
- To assure the system will meet the customer's required service levels (SLA)

The needs of all three business drivers are met by following the same three-step process:

- On-going monitoring of most/all tiers/machines
- Feeding that data into the planning model and, based on current trends, predicting future impact
- Make intelligent and "right timed" hardware provisioning decisions

Successful prediction depends on understanding the make up of the current load and an assumption that future behavior has its roots in current and historical user behavior. A change in behavior could be gradual or abrupt. Uncovering and understanding current trends enables customers to predict, with some level of certainty, what the future behavior will be. An abrupt change might be derived from a sudden change in business (new products, successful campaigns, competitive pressure, etc.)



How it works, continued...

Making predictions of future resource consumption falls broadly into two applications:

- Prediction – see a gradual increase in load activity and predict when the system would stop scaling.
- What-if scenarios – what change in each hardware resource would extend the ability to withstand load (and how much).

Current capacity planning practices use highly sophisticated component and process monitoring and usage modeling to help customers create better plans for growth. Currently the missing link is the ability to directly map the business user that is served by the infrastructure (the transaction) with the specific resources it consumes.

Adding OpTier's unique cross tier business user information to TeamQuest's capacity planning procedures and models enables customers to better align predicted business growth with infrastructure needs and understand the direct business implication of infrastructure configuration or purchasing decisions.

Using such information, customers can answer questions such as:

1. Knowing that a line of business demand is predicted to increase by X percent over the next Y months, what infrastructure changes (if any) should be made?
2. What would be the business impact of performance degradation or bottlenecks?

Business growth is defined in user activity terms. Current resource metrics, prediction and suggested solutions, however, are expressed in IT resource terms. There is no direct link between these IT resources and the business applications they carry. That is until now.

Using TeamQuest Model and OpTier's CoreFirst products together bridge the gap between business and IT needs. It predicts the impact of business changes on resource utilization and business SLA. Conversely, it also predicts the impact of hardware changes on business service levels (SLA). This results in an enhanced ability to accurately provision IT resources to ensure adequate service levels at a lower cost.



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