



Teleran Usage Assessments

Quickly Identify and Resolve Application, User and Data Usage Issues that Degrade Performance and Increase Risks

industry CHALLENGES

Many organizations have made significant investments in data warehouse, CRM and other enterprise applications over the last few years. Given the rapid pace of change in business, how applications are used today may be quite different from how they were used when initially implemented. New users come on-line, new data is added, and business analysis and system usage patterns change over time. These changes often cause performance issues, system inefficiencies and increased operating costs. Due to limited insight into usage activity within application environments, many organizations struggle to identify the root causes of these performance issues, inefficiencies and growing costs.

teleran USAGE ASSESSMENTS

Teleran's Usage Assessment methodology is designed to rapidly identify and help resolve issues that interfere with effective application use and value. Leveraging Teleran's automated usage tracking and analysis software solution, iSight™ and iSight Analytics, a Teleran Usage Assessment is quick and unobtrusive. It identifies user, application and database issues in a few days that typically would require several consultants working weeks to identify and diagnose. Teleran's network-based tracking software is installed in less than one hour and simply captures and analyzes the network traffic with no database or application impact.

iSight delivers a comprehensive view of usage, combining business user, application and data level usage and performance metrics. This enables organizations to see, often for the first time, a holistic picture of how business users and applications are interacting with the database. Analysts from Teleran's Business Solutions team manage the assessment process and conduct usage assessment analyses that highlight material performance enhancing and cost reduction opportunities.

usage ASSESSMENT BENEFITS

- Save time and resources by quickly understanding what is affecting system performance and business productivity
- Maximize infrastructure capacity by optimizing business use of applications and data
- Identify opportunities to streamline operations and reduce operating costs applications and data.

usage ASSESSMENT PROCESS

A Teleran Usage Assessment consists of a four step process:

- Teleran and customer confirm Usage Assessment plan, process and goals
- Teleran installs tracking software at customer site and collects usage data for one week
- Teleran business analysts analyze customer usage activity
- Teleran presents Usage Assessment findings and recommendations to customer

sample usage ASSESSMENT FINDINGS

Delivering specific findings and recommendations, Usage Assessments uncover opportunities to improve IT operating efficiencies, increase performance, reduce system and operating costs, and in many cases identify how IT can bring more value to the business community. Usage Assessment findings have included:

- Discovering unsanctioned multi-terabyte downstream data marts that violated compliance policy and wasted system resources
- Uncovering inefficient non-standard data access tools that slowed performance and increased resource consumption
- Identifying inappropriate query usage patterns that wasted system resources, generated incorrect results sets, and caused database errors
- Finding code problems that caused business-critical application downtime
- Reducing load-time window and improving application up-time
- Identifying database optimizations that improved performance





areas of USAGE ASSESSMENT analyses

The Teleran Usage Assessment is conducted by experienced Teleran staff with support from customer staff. The Usage Assessment includes the following components:

Performance and Business Usage Analysis

This analysis develops a comprehensive inventory of users, applications, databases and database objects in the target environment. It then tracks and analyzes the usage activity of the users, applications and data. This analysis identifies mal-formed queries, inefficient or unsanctioned applications, inappropriate or wasteful user behaviors, and rogue data marts and suspicious data extractions. This analysis also identifies database manipulating activity (ex. updates and deletes) by users and applications. The benefit of this analysis is that it identifies and remediates inefficient and inappropriate practices and activities that can reduce the performance and business value of the applications and databases.

Another benefit of the performance and business usage analysis is establishing an understanding of which business groups use what specific data and applications. From this information, a closer link can be made between business objectives, business use and the applications.

Business User, Application and Database Error Analysis

This analysis will identify and categorize user, application and database errors that should be addressed to improve resource efficiency, quality, and accuracy. These include identification of user errors, programming and applications errors, permissions errors, time-out governor errors, and critical database errors such as deadlocks. Eliminating these kinds of performance-robbing errors will enable the application to deliver the performance and business value customers expect.

Data Dormancy Analysis

This analysis will review data usage patterns and enable the development of an optimal data storage strategy. By identifying detailed data usage profiles, unused or infrequently used data can be stored on the most cost-efficient storage media. There are two key benefits of this analysis: 1) to identify the most frequently used and valued data and 2) to meet an important business imperative of driving unnecessary cost out of customer data handling and storage operations.

usage ASSESSMENT phases

The Teleran Usage Assessment is performed in the following phases:

Planning and Discovery Phase with Business and IT

In this phase the Teleran Usage Assessment team will meet with the customer IT and business management. The objective of this meeting is to confirm assessment benefits, to define business objectives, and to determine roles, responsibilities and deliverables. They will also agree on a project plan and schedule.

Software Installation and Data Collection Phase

In this phase Teleran staff will install the Teleran Usage Assessment software solution and usage data will be collected.

Analysis and Preparation Phase

In this phase, Teleran staff will analyze the collected data to identify the optimizing opportunities in each of the Usage Assessment analyses described above. The Teleran team will review the Usage Assessment findings and make appropriate recommendations to the client.

Presentation Phase

The Usage Assessment results will be documented and delivered by the Teleran team in a detailed written report and an executive presentation to the customer, highlighting business and technical value opportunities, observations, findings, and recommended actions.

assessment TIMELINES & DELIVERABLES summary

The typical duration of a Usage Assessment is about three weeks. This is measured from the start of planning activities to the executive presentation. Most of the time is used capturing and analyzing the data and formulating recommendations.

The deliverables from the assessment are:

- Detailed Project Plan
- Detailed Work Plan
- Detailed Documentation of Findings, Observations, and Recommendations
- Executive Presentation of Findings, Observations, and Recommendations

Teleran Technologies, Inc.
333A Route 46 West
Fairfield, NJ 07004
www.teleran.com