Network & Application Performance Management Services

PacketIQ specializes in practical, accurate, and cost-effective analysis services for managing the performance of networks and applications. Our expert tools and techniques have provided value to organizations of all sizes including major healthcare, financial, telecommunications, utilities, and application development companies.

Eliminate Application Performance problems

An Application Performance Analysis is a detailed packet-level measurement of application performance and the factors that govern how an application interacts with a network environment to affect response times and network impact.

This data is essential for network impact and response time assessments, benchmarking performance between versions, and quickly and accurately identifies the true source of poor performance issues (Client-Network-App Turns-Server) so resolution efforts can be focused in the right area, reducing troubleshooting time and finger pointing.

APA data is also useful for comparing performance and network efficiency between different software vendor’s products and/or validating in-house developments.

Application Performance Analysis report metrics include client and server processing times, end-user response times, user ‘think’ times, server processing time events >1 second, packets, bytes & sizes, # of app turns, network transport & app-turns latency, network data rates, and a PacketIQ performance metric called ‘Native App-Turns/Sec’, which classifies application ‘chattiness’.

These metrics are reviewed by our application performance experts to identify root-cause and next steps for resolving performance issues. Visit www.packetiq.com | Services | Application Performance Analysis for more info.

“Essential Wireshark” Training

3 Days – On Site – Hands On advanced training for up to 12 personnel

Wireshark is the IT industry-standard tool for packet-level analysis of network and application protocols – but to use Wireshark effectively you have to have the right skills, knowledge, and hand-on experience that doesn’t come from casual use or watching a few videos, webinars, or half-day free classes.

PacketIQ provides on-site, hands-on training with real-world packet trace files that thoroughly cover all of Wireshark’s features and functionality, including:

- How to select, customize, and apply Wireshark options and filters
- Analysis techniques to quickly isolate network and application problems and performance issues
- Analysis of a wide range of modern network and upper layer protocols, including IPv6 versions

Wireshark skills are essential for network, application, server, database, and security professionals alike in today’s sophisticated IT environments.

This course is conducted by a Wireshark Certified Network Analyst (WCNA) and author of “Wireshark Essentials” with 25+ years of experience analyzing packets.

This training is GUARANTEED to vastly improve your skills and knowledge and make you much more effective at packet-level analysis of functional and performance issues.

The class includes laminated Wireshark Quick Reference guides for each topic for improved retention and usage and a custom set of Wireshark Profiles for enhancing troubleshooting and performance analysis.

Visit www.packetiq.com | Training for more info & download a FREE 8-page Wireshark Quick Reference Guide

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Ensure successful application roll-outs

A **Network Impact & Performance Assessment** is a pre-deployment analysis and modeling activity that provides projections of:

- How much bandwidth your new application needs
- Response times at remote user locations
- ... and Why

before you implement a new application or migration that could turn into an embarrassing support nightmare.

The reports from a Network Impact & Performance Assessment provide summarized **average & peak network impacts** and **projected response times at each remote location**, ‘right-sized’ bandwidth upgrade recommendations where needed, and the amount and percentage of response times attributable to client & server processing times, application turns, and network transport delays so you know **why** these impacts and response times are expected. This helps determine if unacceptable performance remediation should be focused on the network, server placement, or application design.

**Network Impact & Performance Assessments** leverage data from our **BLAST Performance Analysis**® processes and services to provide the most comprehensive and accurate results.

Visit [www.packetiq.com](http://www.packetiq.com) | Services | Network Impact and Performance Assessment for more info.

BLAST Performance Analysis and Time of Day Analysis are trademarks or registered trademarks of PacketIQ Inc.

### Manage end-to-end network performance

Do you know the true bandwidth usage levels and availability across all of the LAN / MAN / WAN links between the data center and your end-user locations over the business day? When backup data transfers start and end?

You know that latency affects application performance... but do you know what the routing and latency really is between your hosts and remote user locations? Or if it changes? (it can change... significantly)

A **Network Performance Analysis** is a detailed investigation of link usage, routing, latency, and effective bandwidth availability across all of the links in the network path between data centers and end user locations.

Usage data from in-path links is processed to reveal true bandwidth availability to user sites across multiple links and time zones by leveraging the **PacketIQ Bandwidth Statistical Analyzer’s Time of Day Analysis™** feature, which provides a 24-hour view of typical usage levels over the 24-hour day and key business periods statistically derived from a large (30+ days) sample data set.

This analysis data is coupled with comprehensive routing and latency analysis and reported in an intuitive **Network Path Performance** report which summarizes bandwidth availability and latency over each unique server-to-user path, whether that performance is reasonable / acceptable, and what to do if not.

**The focus and result is clear visibility and confirmation of the end-to-end performance of your network as experienced by your end-user applications.**

Bandwidth data is collected from your existing (suitably capable and configured) SNMP or NetFlow/sFlow NMS or collection tools can be arranged.

Visit [www.packetiq.com](http://www.packetiq.com) | Services | Network Performance Analysis for more info.

Managing network and application performance doesn’t have to be an arduous exercise that strains your IT budget. Many IT departments simply do not have the tools, staff, time, or expertise to perform the level of performance analysis that PacketIQ provides on a daily basis. We can work as an out-sourced extension of your support teams to solve immediate problems, as well as help plan and integrate an on-going performance management toolset and processes as an in-house or managed service solution. We also offer a range of highly practical and effective analysis tools we’ve developed in-house to cover gaps in other tool vendor’s offerings and provide lower cost alternatives to essential analysis needs.

Let us help! Visit [www.packetiq.com](http://www.packetiq.com) or contact us by phone or email today!