



BMC Remedy Performance Testing and Triage

From infrastructure to the end-user experience, Column's BMC Remedy performance testing and triage services lower costs, improve performance, and promote continuous improvement.

Key Benefits

- Test tool rental eliminates capital expenditures
- Performance testing for globally distributed solutions can take place remotely or on-site
- Approach tailored to your objectives
- Reduces the risk of end user frustration and aids adoption and acceptance among the user community
- Model the impact of software and environmental changes before delivery to a production environment
- A library of preconfigured ITSM 6.x / 7.x test scripts reduces implementation effort and risk
- Test scripts can be redeployed within BMC Transaction Management Application Response Time (BMC TM ART) solutions

The Challenge

Your organization has implemented a BMC Remedy-based solution, but you aren't sure if it will perform as you expect or if it can scale to meet your business needs. Alternatively, availability and performance may already be issues and end user frustration is impacting morale, service delivery, and – ultimately – the bottom line.

What is often overlooked is that application performance is just one of three key drivers of an application's return on investment (ROI). An efficient infrastructure is critical, and it's important to optimize an application for your unique business environment, user needs, and usage patterns. But it's all wasted effort if you don't support the application's efficient, effective use.

Forrester Research states:

"IT is now a fundamental support of business activities – which means the greatest IT operations sins are an unpredictable user experience and a failure to reduce overall service delivery costs."

An experience and performance management focus works both sides of the IT value equation, enabling you to simultaneously improve the user experience and reduce service delivery costs.



The Solution: BMC Remedy Performance Testing and Triage

Column's Testing Services Practice capitalizes on our worldwide experience in helping organizations improve services, processes, and operational efficiency.

Using the knowledge and experience from years of BMC Remedy engagements, we can measure the end-to-end user experience and identify issues across operating systems, databases, applications, workflows, and networks. At the same time, our performance benchmarking offers insights into your solution's health and establishes baselines you can use for ongoing performance tracking.

Business and IT Department Assurance

A robust, structured approach to the end user experience and performance management early in the solution lifecycle helps business sponsors and those responsible for solution delivery. It assures your business sponsors that the solution offers an optimal end user experience, and it

assures your IT department that the solution will meet its performance goals.

About Column Technologies

Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors.

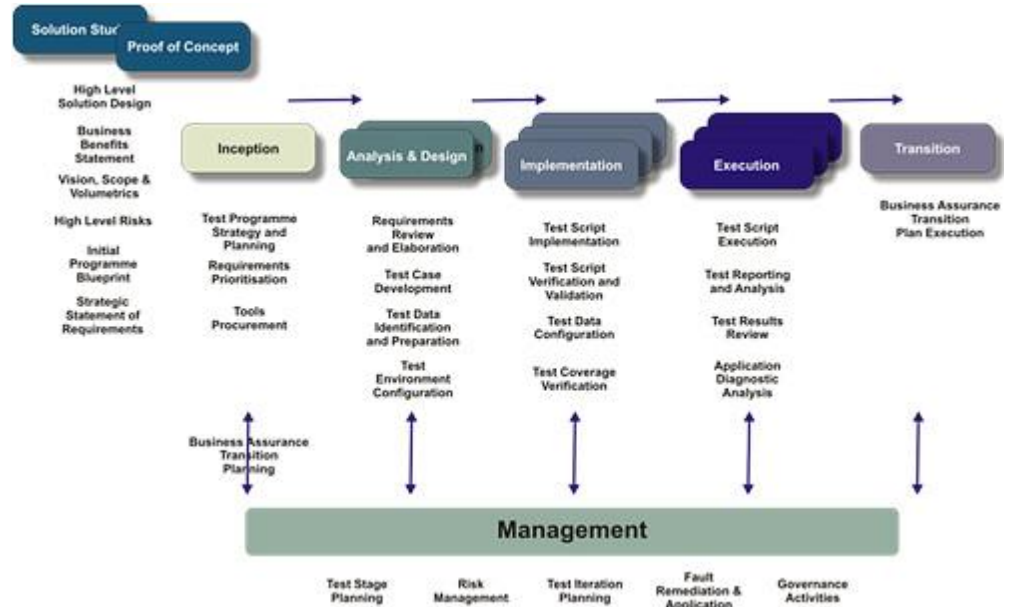
Column's success comes from long-term relationships, aligning our goals with our customers, and a collaborative approach that integrates people, process, technology, and support. Our end-to-end approach enables governments and companies to improve service and efficiency while lowering costs and risk.

Headquartered in the United States, Column has 275 employees and offices in Australia, India, Singapore, South Africa, and the United Kingdom as well as a global partner network.

For more information on our products and services, please visit www.ColumnIT.com.

A Robust, Structured Methodology

The Column Testing Services approach uses a structured yet iterative methodology that meets your testing objectives while maintaining maximum artifact reuse.



Note: Artifacts depend on the testing initiative's context.

Extending Testing Services to Business Assurance

Column Managed Services and Software-as-a-Solution (SaaS) customers benefit from performance testing from the onset. Both services use customer-specific benchmarks to configure Column Sentinel, a powerful event monitoring application that uses historical data to continually update performance thresholds. If Sentinel detects a potential application or environment issue, it sends alerts to IT department staff before it affects your end user community.

Software-as-a-Service (SaaS) Delivery

SaaS allows human resources departments the benefits of an integrated case management solution with minimal installation and maintenance costs and without adding technical staff. Your SaaS-enabled case management solutions reside on Column's servers, and your users access them through secure Internet connections.

For More Information

To learn more about Column Case Management's Human Resources module and how it can help improve your organization's performance while lowering costs, contact a Column Technologies representative or visit www.ColumnIT.com.

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