



# APPSURE

## Application Performance Optimization

Applications power the business engine. They're mission critical for driving efficiencies, delivering competitive advantages, reaching customers and delivering on the promise of the brand. Application performance is the benchmark for IT job performance and that's why organizations around the world rely on PTC's APPSURE application performance optimization.

APPSURE is a managed service that provides 24x7 performance management and optimization of your application delivery chain. With our application performance optimization solutions, every critical link of your application delivery chain will be proactively optimized in order to identify and eliminate issues before they become problems, reduce the troubleshooting burden on your development team and deliver on the application business promise. APPSURE's SLAs are in complete alignment with your goals and are based on application performance.

APPSURE takes application performance management to the next level by providing you with unsurpassed technical expertise, including an Oracle ACE, and a deep knowledge and understanding of the impact of dynamic application environments and tuning best practices spanning thousands of enterprise application engagements.



ORACLE®



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## Optimizing the Performance of Your Application Delivery Chain

Your databases are at the core of your application performance and require tuning and optimization in order to deliver the business results that your applications promise. Dynamic environments and big data often cause database issues that can plague application performance. APPSURE utilizes a flexible database tuning methodology and unsurpassed database expertise to proactively deliver application performance improvements and mitigate database issues.



With APPSURE, your application physical and virtual server infrastructure will be monitored, maintained and optimized proactively. Regardless of where your servers are located, in a public cloud, private cloud, servers in your data centers or across multiple service provider data centers. We systematically track and manage the workload and proactively address issues. In addition, you'll have complete visibility, control and insight for future infrastructure planning.

Your application infrastructure and network exist to deliver application performance that meets the expectations of your customers – internal and external. Our application performance optimization solutions not only alert you to issues before your business is impacted, but our experts take action on the issues and tune your infrastructure for optimal performance. Through collaboration with your network providers we deliver a holistic approach that achieves improved performance as well as helps you understand the critical network decisions that will improve application performance.



APPSURE's performance tuning approach is top down in nature. During the first day of the engagement we will interact with your personnel, learn about your system, the application involved and your needs, as well as develop a high level analysis of the system's performance and functionality. Upon initial investigation, we will then develop the application performance optimization plan to address your issues and requirements. We take a holistic and proactive approach to application performance optimization that delivers the performance that your customers require.