Performance and Availability Management

Ensure peak performance and availability of key business services and applications

Ensuring that key business services and applications are available and operating at peak performance is vital to the success of an organization. All IT organizations have some level of operational capability in this area. However, an organization's operational success varies greatly due to many factors such as technology integration gaps, dynamic software changes, and updates. Windward's Performance and Availability Management Solution helps you ensure your IT infrastructure proactively supports business service demands and needs as they evolve and change.

This solution offers a combination of globally accepted best practices and advanced technologies that help your organization meet current and future demands on key business services. It also provides key performance indicators and demand metrics, which give a complete picture of how your IT environment is performing, which can, in turn, help dramatically reduce the time it takes to find and resolve issues. With Windward's Performance and Availability Management Solution, you can address service problems before they occur or have an impact on your business.

Performance and Availability Management Solution Offerings

Windward's Performance and Availability Management Solution offers the following comprehensive set of services:

- **Performance Event Management** – Plan for and display key performance indicators related to events within the IT infrastructure that could affect key business or mission services.

- **Dynamic Capacity and Demand Management** – Plan for and understand usage requirements for critical business applications to ensure the IT infrastructure can support business and mission service needs as they change and evolve.

- **Application Performance Management** – Monitor performance metrics of key applications and display variances that could affect business or mission services so that you can address service problems immediately.

- **Software Evaluation and Consolidation** – Optimize the functionality of existing performance management software to reduce the number of overlapping software tools and reduce the associated costs and administration as well as evaluate and optimize your Enterprise Management Systems, which assure service levels to customers.

- **Metrics, Dashboards, and Reporting for IT Services** – Identify, display, and report on key metrics that could affect business and mission services and deliver that information to key stakeholders in the most appropriate way.

WINDWARD
IT SOLUTIONS

Strategic thinking. Real-world results.

How Windward Helps Our Clients

- **Increased Customer Satisfaction** – Increasing the 'uptime' of well-performing business services will help you improve customer satisfaction levels and, thereby, increase customer retention.

- **Lower Operating Costs** – Optimizing usage of and reducing redundant software tools, which are focused on service availability and performance, will help you drive down software license and support costs.

- **Improved Service Availability** – Continually monitoring and managing business service performance helps you to dramatically reduce the time it takes to find and resolve system issues, eliminate service outages, and provide the highest level of IT service and availability.

- **Improved SLA/OLA Compliance** – Many SLAs/OLAs are tied to the availability and performance of business services, which are achieved through increased efficiency in the application of management tools and ITSM processes.
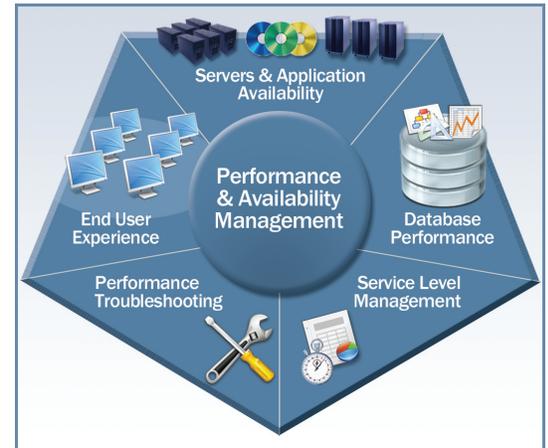
Advance Your IT Agenda with Business Technology Management

Regularly assessing, measuring, documenting, and evaluating operational processes are critical to a successful Business Technology Management (BTM) strategy. BTM unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because BTM requires a level of organizational maturity difficult to attain with typical daily pressures and limited resources, IT organizations seek outside expert guidance. Windward is the 'go-to' BTM expert for our clients.

About Windward

Since 1997, Windward IT Solutions has remained at the forefront of BTM and is a trusted partner of Communication Service Providers, Fortune 1000 corporations, and the Federal government that run the world's most sensitive and mission-critical IT environments. With strategic consulting, unparalleled technical expertise and our proven Windward BTM Road Map, we help our clients align the core competencies of process, organization, information, and technology to address business priorities effectively. Windward offers a proven set of technology-independent solutions focused on the three core BTM disciplines — Service Management, Infrastructure Management, and Operations Management — to help our clients plan and deliver high-impact IT services.

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