

HPE Performance Services

HPE Performance Analysis for Microsoft Windows

Trigger points

- High CPU utilization
- High memory utilization
- Intensive I/O utilization
- Memory swapping, memory paging, high page-in rates
- Windows® applications crash or hang
- Slow disk access, I/O latency, disk queue, slow I/O requests, and more
- Applications or programs cannot start
- Backup or other system tools aborting
- Windows bluescreen or server crash
- Terminal server or server applications temporarily not reachable
- Windows Event Viewer shows performance-related entries in the Windows logs

Description

The HPE Performance Analysis for Microsoft® Windows service supports the business by gathering detailed OS performance statistics based on Windows Performance Monitor data collection. The statistics are analyzed for performance optimization potential from an OS and application perspective. The purpose of the performance analysis for Microsoft report provides a detailed view of the four key components of your system—CPU, memory, disk, and application.

Benefits

- Detects performance bottlenecks
- Improves the performance of your system
- Distributes system load over time
- Facilitates enhanced load distribution in a client-server environment
- Detects trends of the system load
- Makes better decisions about system enhancements

Deliverables

- Remote support during configuration of Windows Performance Monitor (collection timeframe, interval, and metric definitions)
- Detailed analysis of all collected data (processor, memory, cache, disk, and more)
- Written report includes graphical evaluation of collected data, analysis of current situation, and recommendations (action plan)

- Direct contact with the service engineer (through telephone)
- The result of this analysis is a report that delivers detailed information about the system workload in the analyzed time frame; the documented key performance metrics describe all involved layers of the operating system and the hardware
- The report can help you discover:
 - Performance bottlenecks
 - Load balancing issues
 - Problems regarding resource distribution
 - Free resources
 - System utilization trends
- This information could be the basis for:
 - System optimization
 - Capacity planning
 - System and application upgrades

In summary

The HPE Performance Analysis for Microsoft Windows helps customers to make performance predictable, which recognizes the impact of changes early.

It also actively manages the customer's IT performance to support business in achieving its goals. If, by any chance, a performance issue occurs in the surveilled system these results assist in resolving the performance incident quickly and efficiently.

HPE Performance Services in brief

In today's world, business outcomes are a direct result of IT providing high availability and good performance

Customer requirements

- Agile responses to changing markets force business and IT to anticipate changes
- Execute changes quickly and without failure, while sustaining ongoing operations
- Business-critical IT must run reliably and predictably within the requirements defined by that business
- Complexity is rising as many IT components have to work together flawlessly (for example cloud, OpenStack®, and others)

Customer challenges

- Insufficient performance is binding resources, which prevents business agility and hinders the business from performing
- Highly skilled performance experts are not available or are high-cost individuals to hire from a financial point of view
- Performance demands are individualistic and differ for every business or customer; they need to be defined by service-level agreements (SLAs)
- A severe performance problem can result in an application being unusable




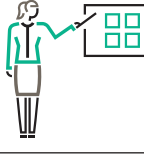
When are HPE Performance Services needed:

- Bad performance, increasing waiting time
- End-user or customer complaints
- Performance issues or escalations
- Business transformation projects
- Rolling out new technology
- IT teams investigating performance instead of focusing on their core topics
- Complex IT situations such as idea economy, cloud solutions, hybrid IT, and more
- Upcoming migrations and IT changes
- Need for predictable and reliable performance metrics

How HPE Performance Services can support (benefits):

- Careful evaluation of the current situation
- Sophisticated approach to tackle the performance-related challenge
- Precise and careful investigation by a specialist, a real subject-matter expert
- Written report with detailed findings with precise recommendations to solve the performance issues a customer is facing
- Effective and efficient way to solve a customer's performance problem

Customer example | HPE Superdome X shows poor performance after production start

 <h3>Situation</h3> <ul style="list-style-type: none">• Major market and consumer research company serving many clients worldwide• PoC had shown exceptional performance and scalability of HPE Superdome X• After production starts, significant performance degradation was observed for a critical business process step	 <h3>Impact</h3> <ul style="list-style-type: none">• Customer IT team was busy for three days trying to solve the problem on its own, with other vendors, but without success• Customer was not able to fulfill contractual obligations toward its clients• Significant financial loss due to penalty fees	 <h3>Solution by HPE Performance Services</h3> <ul style="list-style-type: none">• In less than one day Hewlett Packard Enterprise found the solution• An analysis with an HPE proprietary tool (kitrace) was done• A problem in RHEL 6.7 memory management was identified and a workaround could be applied
 <h3>Result: Now, HPE Superdome X is showing great performance since the identified workaround on OS level was applied</h3> <ul style="list-style-type: none">• After multiple days of struggle an HPE performance consultant was engaged, and the consultant solved the issue in less than one day• The customer operations returned to normal soon after the solution was provided• High satisfaction with the HPE provided infrastructure and with the HPE Performance Services team		

Resources

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