

Performance Monitoring Service

Optimize System-Resource Utilization and Productivity with Powerful Tools and Services

Features

- Proactive evaluation of system performance
- Best-in-class system monitoring and analysis tools
- Documentation of system configuration and baseline performance
- Historical record of system performance
- Implementation of SGI Embedded Support Partner (ESP) and Performance Co-Pilot
- Configuration of ESP for automatic call logging and notification
- Centralized administration with ESP System Group Manager (SGM)
- Performance monitoring using less than 1% of one CPU
- Solutions-oriented reports
- Knowledge transfer including basic ESP and Performance Co-Pilot setup and administration

Benefits

- Dramatically reduce IT costs through optimal resource utilization
- Improve system performance by identifying system bottlenecks
- Optimize capacity and update planning
- Benchmark, test, and diagnose problems based on historical records
- Evaluate upgrades with precise before-and-after comparisons
- Protect system performance and availability through automatic call logging, notification, and event reporting

Increased Productivity Means Increased ROI

Maximum return on capital investment is a critical benchmark for any successful business. In the case of computer systems, faster system response means increased productivity, better quality of service, and greater return on investment (ROI). SGI delivers servers at optimum performance settings, but performance inevitably changes with the installation of software applications, which function differently from platform to platform. SGI® Performance Monitoring Service identifies areas that need to be retuned for total optimal performance.

Maximizing ROI requires stringent capacity planning in today's budget-limited IT environments. When creating an IT roadmap, managers are aware that even small improvements in productivity can have a major impact on the bottom line. They seek optimal use of resources and a clear path for expansion and upgrades. SGI's Performance Monitoring Service provides the important insight needed to plan projects, reduce IT costs, maximize performance, and improve ROI.

Sophisticated, Cost-Effective Performance Tools

Powerful SGI® management tools generate information that can improve performance and reduce costs significantly for any system covered by an SGI warranty or SGI® FullCare™ support contract. Embedded Support Partner (ESP), an integral component of the SGI® IRIX® operating system, provides proactive system monitoring and management for increased system availability. ESP has the ability to identify CPU, disk, memory, and network problems before they impact system availability. Performance Co-Pilot™ is a sophisticated tool that tackles systems-level performance monitoring and management by collecting hardware, operating-system, and service-layers performance data.

Here's an example of how Performance Co-Pilot has improved productivity: SGI Performance Monitoring Service used Performance Co-Pilot to analyze the performance of a 4-CPU server at a large utility company and discovered that certain processors were underutilized. SGI recommendations included taking advantage of the application's multithreading capability to utilize all four processors. The result was a significant decrease in application run time from six hours to three hours—a great improvement in both efficiency and return on per-CPU investment.

Needs-Based Performance Monitoring

SGI support engineers tailor this service to your specific technology requirements. They meet with you to assess your business needs and high-level technical requirements and then configure ESP and Performance Co-Pilot to report on parameters critical to your specific





business. System configuration and performance data are recorded. Data collection is seamless and transparent.

Performance Co-Pilot uses graphical interpretations to simplify reports of system activity and comparisons of current activity with archival records. Administrators can use Performance Co-Pilot to set alarms at user-defined limits.

After Performance Monitoring Service has been completed, ESP remains activated to provide continuous proactive monitoring and automatic call logging at SGI. This additional layer of support is designed to detect problems before they affect availability. ESP is an extremely useful tool for system administrators, who can use System Group Manager to administer up to 100 servers from a single server.

Knowledge transfer is a standard component of SGI Managed Services. Performance Monitoring Service includes basic training in the setup and configuration of ESP and Performance Co-Pilot.

We Put Powerful Tools in Your Hands

Performance Monitoring Service gives you highly specific information that you can leverage in many ways to optimize resources and improve productivity. Our customized management report lets you look at system performance in simplified graphics format. It includes system configuration, performance metrics, and availability and identifies existing system bottlenecks. This information enables you to address bottlenecks and plan a more effective roadmap of expansions or upgrades to fill future needs. Users have

found this service so cost-effective that they are now using it regularly to stay current on system performance.

Let Us Help You Optimize Your Technology Investment

Contact your local SGI sales office to learn more about Performance Monitoring Service and how it can help you to increase system performance and improve capacity planning.

SGI Managed Services

SGI Managed Services include a broad range of product-focused services to maximize system performance and accelerate productivity. Services include hardware installation, system deployment, implementation, and on-site and remote system management. Each service is delivered by an experienced SGI engineer.

SGI Technology Solutions

SGI Technology Solutions are empowering a world of innovation and discovery by providing top-performance systems, solutions, and services to the world's leading technical and creative users. With exceptional expertise in high-performance computing, advanced visualization, and the management of complex data, our specialists have the resources and skill sets to architect, implement, and support the most effective technology solutions for the 21st century.

To Learn More

Contact your local SGI sales office to learn how SGI Technology Solutions can help you accomplish your technology goals and optimize your technology investment.

SGI Technology Solutions provides expert-to-expert technical services and solutions:

- Systems Engineering
- Professional Services
- Managed Services
- Support Services

For additional information, please visit www.sgi.com

More Managed Services from SGI

Implementation

- IRIX® System Implementation
- IRIX Network Implementation
- IRIX Upgrade Implementation
- SAN and CXFS™ Implementation
- Data Storage Implementation
- UPSafe™ Implementation
- FailSafe™ Implementation
- MediaBase Implementation
- SGI Media Server™ Implementation for Broadcast
- Linux® System Implementation
- ESP System Group Manager Implementation

Deployment

- Hardware Installation
- Deployment Services

System Management

- IRIX On-Site System Administration
- IRIX Remote System Administration
- Linux On-Site System Administration
- Linux System Tuning
- Performance Monitoring Service



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