



# PEGA CONSULTING PERFORMANCE HEALTH CHECK

REDUCE PERFORMANCE RISKS WITH PRE-PRODUCTION SYSTEM AUDIT

## HEALTHCARE

### AT A GLANCE

#### KEY CHALLENGE

The Pegasystems Performance Health Check is a pre-production, diagnostic service intended to reduce key performance and scale issues that can affect implementations:

- Design flaws causing performance degradation or missed response-time SLAs.
- Application and hardware environment configuration and settings errors.
- Insufficient hardware sizing to meet application performance requirements.

#### THE SOLUTION

Pega Consultants use Pega tools and data to verify that the solution, as built, is operationally tuned by inspecting application and JVM performance.

### MAXIMIZE YOUR PERFORMANCE

Pega Consulting's Performance Health Check service ensures that your solution is tuned for optimal performance. This diagnostic service delivers operational performance inspection, analysis, and remediation recommendations to improve the performance of your system before the application goes into production. You can also use our Production Performance Inspection as a post-production service when unforeseen performance or scalability concerns arise.

This service rapidly diagnoses, evaluates, and fixes performance and scale problems, providing project managers with expert advice and recommendations for production success. Costly and time-consuming performance risks can be reduced by early intervention. The Pegasystems team reviews your Pega solution and environment to ensure that you maximize the operation of the system.

Pega's recommendations give preference to non-hardware remediation solutions through software and configuration changes in order to balance lower cost with lower risk approaches. Addressing all of the recommendations is done over time, so regular follow-ups with Pega's consultants are encouraged. Our team will ensure that recommendations are implemented properly and that the expected benefit is realized.

### KEY BENEFITS

- Reviews and optimizes infrastructure – including the Pega Platform, database, web, and application server configurations.
- Establishes a performance baseline in a Pega context.
- Leverages Pega's in-depth expertise across multiple disciplines.
- Rapidly identifies and recommends design changes that address throughput and scalability.
- Enhances user adoption and satisfaction by preventing performance issues.

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## THE PEGA DIFFERENCE

### Timing/Duration and Deliverables

- The Performance Health Check is a 1 week engagement delivered over a two week period and is typically executed during early integration or performance testing.
- Pega Consulting will provide you with a Report and Findings Document, and the project or operational support team will conduct a findings and recommendations presentation.
- The client is invited to participate in a question and answer session.

### When is a Performance Health Check Appropriate?

A Performance Health Check is most appropriate in these scenarios: when the implementation is ready to transition into the testing and production-deployment phase, when the system is experiencing degradation or unknown stability problems, when application responsiveness is not meeting business requirements, and/or when the system is available for reviews. The health check includes:

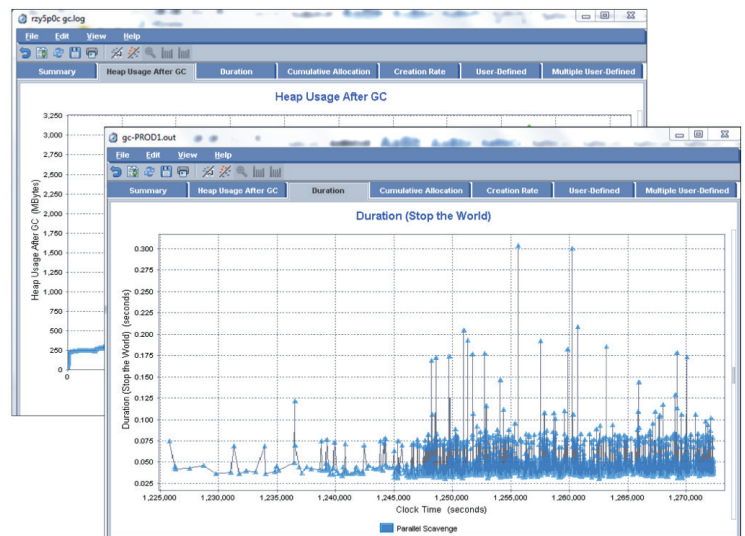
- Application monitoring and logging.
- Database environment monitoring and logging.
- Monitored production access when required.
- Review of external and internal Transaction Design documents including functional and technical specifications.

### Pega Consulting Resources

- The Pegasystems Performance Health Check engagement is led by a Technical Implementation Leader, who will work with the operational team to establish delivery timelines and expectations and will ensure the team's access to and coordination with Pegasystems' resources and functions. Pega Consulting will also engage additional technical resources to provide you with the best possible technical and Pega Platform expertise.
- All Pega Consulting resources are experienced in implementing complex applications and are Pega-certified. Depending on the intricacy of the application, other internal resources, review boards, and clinics within Pegasystems will be scheduled to support the Pega Consulting team in developing the final recommendation.

### Getting Starting

Please contact your Pega Consulting Practice Leader to discuss your needs and circumstances for a Performance Health Check. Your Practice Leader will work with you to schedule the engagement.



The PHC utilizes logs and reports to form recommendations, including what to monitor going forward.