

Performance Health Check

Reduce performance risk with a system audit

A Pega Datasheet

Your environments are continually growing and evolving, sometimes causing unforeseen issues, so it's important to run periodic health checks. Failing to do so could result in system flaws and unwanted expenses. We ensure that your solution is tuned for optimal performance with a Performance Health Check (PHC). This diagnostic service delivers operational performance inspection, analysis, and remediation recommendations to improve the performance of your system before the application goes into production. Intervening early helps eliminate performance risks and maximize system operations.

Most of our recommendations are software and configuration changes – versus hardware solutions – to balance lower cost with lower risk approaches. The PHC is not an in-perpetuity performance guarantee and ideally should be conducted during more than one phase to ensure that any tuning meets all non-functional performance requirements.

Key benefits

- Reviews and optimizes infrastructure including the Pega Platform™ and/or applications, database, web, and 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.

Challenge

It can be tempting to skip Performance Health Checks, especially when there are no obvious performance issues, but slow-running applications and system downtime is costly to your business and detrimental to user adoption. There are several performance issues to consider, such as design flaws, application and hardware environment configuration, setting errors, and insufficient hardware sizing.

Solution

Our Performance Health Check is a diagnostic service intended to identify key performance and scale issues that can affect implementations. The health check can be conducted for pre-production or production apps and during a load testing cycle or development and test phases. We use our tools and your data to verify that the solution, as built, is operationally tuned by inspecting application and Java Virtual Machine performance.

Performance Health Check (PHC)

Timeline and deliverables

- The Performance Health Check is typically a two-week service. If the application is highly complex and will undergo multiple cycles of load-testing or will go live in multiple releases, then an estimate will be provided by the Pega Practice Leader for the work.
- Pega Consulting will provide a “findings and recommendations” report, and the project team will deliver a presentation that summarizes the report.
- You are invited to participate in a questions and answers session following the presentation.

When is a PHC appropriate?

A PHC 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 service 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

How long is the service?

- Two weeks

When is a PHC needed?

- Preferably during load testing and through production rollout
- When the system is experiencing degradation or stability problems
- If the application is not meeting performance requirements

Who should I contact?

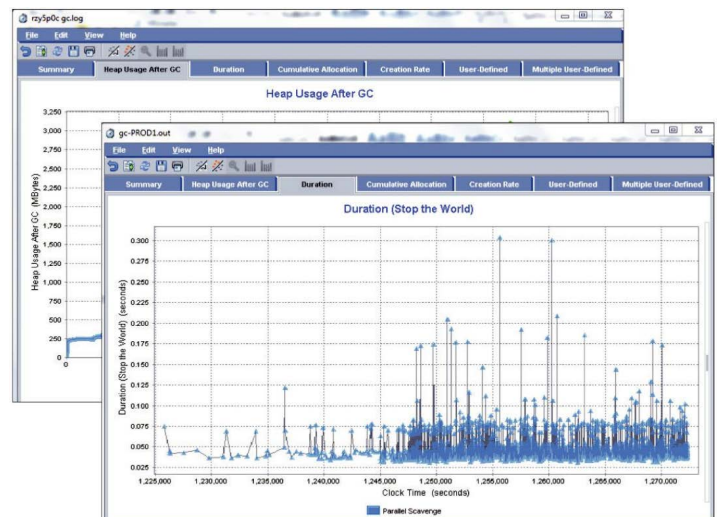
- Your Pega Practice Leader

Pega Consulting resources

- Our Performance Health Check is led by a Pega Technical Architect, who will work with the operational team to establish delivery timelines and expectations and will ensure the team’s access to and coordination with Pega’s resources and functions. Pega Consulting will also engage additional technical resources to provide you with the best possible technical and Pega product 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 Pega will be scheduled to support the Pega Consulting team in developing the final recommendation.

Getting started

Contact your Pega Practice Leader today to discuss your needs. We will work with you to schedule a service that meets your goals.



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

About Pegasystems

We are Pegasystems, the leader in software for customer engagement and operational excellence. Our adaptive, cloud-architected software – built on the unified Pega Platform™ – empowers people to rapidly deploy and easily change applications to meet strategic business needs. Over our 35-year history, we’ve delivered award-winning capabilities in CRM and digital process automation (DPA), powered by advanced artificial intelligence and robotic automation, to help the world’s leading brands achieve breakthrough business results. Learn more about us at pega.com.