

Title

Case Study BSM : Measuring and-user performance in a saas-solution.

Speaker(s)

Philip Marcussen / Bluegarden, Norway

Skill Level

Non-technical

To whom is the presentation addressed?

KAM, Service Managers, Customer Support, web administrators, application managers

Keywords

Measuring and monitoring end-user performance in a software-as-a-service solution for a large-scale customer by monitoring from back-to-back.

Abstract

Measuring performance at end-user locations, and compare to on-site performance.

Permanent performance-monitoring due to keeping agreed SLA on end-user applications.

October 2009 started a project with our largest customer (South-Eastern Norway Regional Health Authorities) due to investigate reported problems with end -user performance in our systems. The project analyzed the whole infrastructure and established points of measuring throughout the entire network.

After 3 months we had gathered usefull information, from both our part of the system and the customer's part of the system. And we now had established a solid foundation for daily performance monitoring.

Biography

Education:

Business Administration, BI Bergen (1992-1995)

Information Technology, Ostfold Institute Of Technology, Halden (1996-1998)

Work:

Consultant, Cap Gemini (1998-2005): Telecom, Microsoft, Developer in C/C++, SQL, VB/VB.NET, Java, Perl

Developer, Bluegarden (2005-2008): SQL, C#, VB

Service Level Manager, Bluegarden (2008-)

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