

# Vendor Application Performance Evaluation

NetForecast, Inc.  
*Consulting services based on hard data*

## Applications Profiled

Agile  
 Akamai  
 BAAN  
 Citrix  
 Claims Processing  
 Clarify  
 Connected  
 CRM  
 Digital Island  
 Documentum  
 Electronic Mail  
 File Distributions  
 Financial Back-up  
 Human Resources  
 I2  
 Into-Net  
 Keynote  
 Lotus Mail  
 Lotus Replication  
 MACESS Entrendex  
 MACESS Imax  
 Microsoft Exchange  
 NASA Shuttle Control  
 NetMeeting Data  
 Nuclear Power Plant  
 Oracle DBMS  
 Oracle Vision  
 Outlook-Exchange  
 Outlook-Web  
 Package Tracking  
 PeopleSoft  
 Point-of-Sale Terminal  
 Product Support  
 SAP R3  
 Siebold  
 SMTP Delivery  
 Supply Chain Mgt  
 Telnet  
 TN3270  
 Vantive  
 Web Ad-based  
 Web Browsing  
 Web e-Commerce  
 Web Services  
 Web Stock Trading

## Audio & Video

BONES multicast  
 MPEG  
 NetMeeting Video  
 RealNet  
 VoIP

[www.netforecast.com](http://www.netforecast.com)

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NetForecast helps performance vendors educate customers and clarify the value of their products and services through a methodology that:

- Assesses the product or service within a comprehensive performance framework
- Determines business value of the technology based upon real customer data
- Identifies circumstances in which the technology provides the greatest benefit

All of our work builds upon the concept of the NetForecast Performance Framework. \*

## Performance Framework Assessment

Given the abundance of products and approaches to improving performance, placing a product within a larger context is key to understanding its value. The NetForecast Performance Framework is used by many organizations, including the Open Group, as a foundation for classifying technologies by performance functions impacted and applications served.

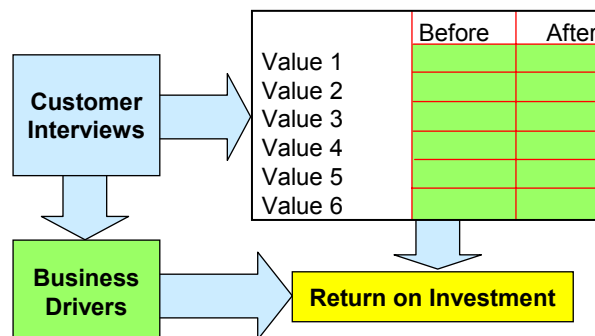
	Prov.	Eff.	Prot.	Access	Quality	Safety
Voice over IP						
Video Conference						
Terminal-Host						
Client-Server						
Web						
Web Services						
Streaming Audio						
Streaming Video						
Telemetry, News						
Email						
Peer-Peer						
File Transfer						

NetForecast performs a technical review that places a product into the Performance Framework and summarizes the features in a product brief.

## Customer Business Value Report

The best proof of a product's value comes from customers' experience. To be credible, however, such data must be gathered in a structured way by an impartial third party. NetForecast works with clients to develop targeted interview guides, which are used by the NetForecast staff to interview customers who have used the product.

Using data from about 10 interviews, NetForecast performs an impact analysis to identify common themes and, where possible, to quantify the business value of the solution. The process also identifies key business benefits driving the adoption of the technology.



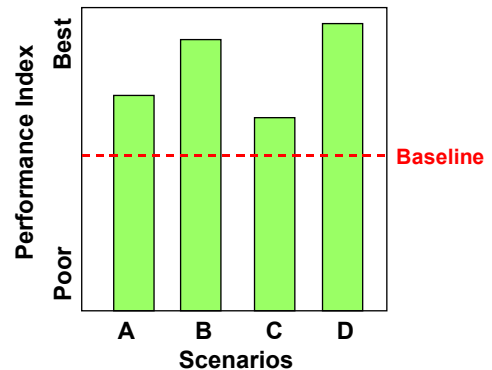
The goal of the analysis is to create one-to-three return on investment (ROI) business cases highlighting the benefits directly attributable to the use of the product.

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## Performance Evaluation Report

Each product has a unique performance impact based upon the application supported and the customer scenario. Identifying the ideal target market for a product can be challenging due to almost limitless application/scenario combinations. Furthermore, accurately finding a product's "market sweet spot" must be based upon real application behavior. The NetForecast Performance-Mapping Library, which is based upon application profiles that were created using actual application measurements, is used to find the most promising customers.

NetForecast works with clients to build four realistic, beneficial, and fully documented performance modeling scenarios. NetForecast's evaluation report illustrates how a product influences the way an application performs in each modeling scenario. The report shows key performance metrics before (the baseline) and after solution deployment. These before-and-after views can make a clear and compelling case for deploying a product in a particular set of circumstances.



We have extensive experience with a wide range of applications and users as shown in the lists to the left.

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## Market Education Support

NetForecast supports its clients' marketing efforts with programs that build on our reports and we work with clients to integrate NetForecast study results into our clients' messaging.

We take part in user group presentations, tutorials, road shows, and Webinars. Live events such as tutorials can include interactive exercises that involve the audience in the education process. Events such as these are useful for generating qualified leads, since participants self-qualify by their interest in the topic presented.

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## Buying NetForecast Services

Clients may purchase these studies separately or as an integrated package. NetForecast works with its clients to modify these studies and integrate any unique client needs into a statement of work that is then delivered under a fixed-price contract.

We invite you to visit our Web site to learn more about our methodology and to review our reports on the many aspects of performance.

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\* **NFR 5069** Application Performance Framework – A Guide to Performance Technology Selection, available at: [www.netforecast.com/framework](http://www.netforecast.com/framework)

A list of NetForecast consultants and contact information is available at [netforecast.com](http://netforecast.com).  
**Call 434 249 1310**