

Microsoft Dynamics® Performance Review

Optimize your system performance

With our performance toolset, we can identify current and potential issues and provide recommendations for how to improve performance.

Benefits of the Performance Review service

- Review of application performance and system architecture
- Thorough analysis of your system performance to find and prevent performance bottlenecks
- Performance optimization by tuning poorest performing queries or processes
- Expert advice from Dynamics Engineers
- Deliverable document which outlines key findings

Overview

To run your business, you rely on your business application to run as efficiently as possible. The Microsoft Dynamics Performance Review includes a detailed review of your system's performance in order to optimize the performance of the application. This service can be done anytime during the implementation to optimize performance, from user acceptance testing through operation. The Performance Review can be performed at the customer site or delivered remotely.

The Performance Review can be used as a proactive service when preparing for a busy season and you want the application to be optimized as transactions are processed at a higher rate. The Performance Review can also be engaged as a reactive service when experiencing poor performance and you are finding the need to alleviate bottlenecks. With our performance toolset, we can identify current and/or potential issues and provide recommendations for how to improve performance.

The Performance Review provides you

- An understanding of root cause for performance bottlenecks and steps for suggested resolutions
- Noticeable application performance improvements which help with overall user adoption and increase staff efficiency
- Awareness for contributors to poor performance and suggestions to keep these events from reoccurring.

Consider the Microsoft Dynamics® Performance Review if you are expecting seasonal increases in volumes or if you are experiencing performance slow-downs in certain areas of the business.

Review the system components

In the beginning of the service, we will work to understand the current performance pain or areas of concern. Secondly, we will conduct a review of your hardware infrastructure and server layout, looking at the performance of those server components to make sure the performance issues are not hardware related or due to a sub-optimal configuration of the system.

Determine the root cause of performance issues

The Premier Field Engineer will install tools to help monitor performance at a Microsoft SQL Server level. The toolset will gather information such as the operations that are running the longest, those that are causing the most reads on the SQL Server and any resulting locks and blocks. The toolset will monitor the system during normal business operations so we can gather usage information under a typical load.

Provide suggested resolution for performance issues

Once the data from the system is collected, the Premier Field Engineer will review and highlight those issues that pose the biggest risk to the system. We will begin to provide suggested resolution for issues in order of importance. For those areas where locking or blocking is occurring with regularity, we will provide suggestions to relieve the locks. The resolution will consist of changes to the system configuration, SQL queries or SQL indexes that may need to be changed. Additionally, there may be functionality versus performance trade-offs that need to be discussed.

Services Deliverables

The deliverables for this service will consist of two elements – the first will be queries which can be used to improve performance right away. These will be queries that create additional indexes or modify existing indexes or suggested changes to existing queries. The second component will be a deliverable document which outlines the recommended changes to the system to achieve optimal performance.

The availability of Microsoft Dynamics Performance Review may vary by product per region. For more information about proactive Microsoft Dynamics services, contact your local Premier Services lead.

For more information about Premier Services and Support from Microsoft, contact your Microsoft Services representative or visit www.microsoft.com/microsoftservices