

C o n s u l t i n g S e r v i c e s

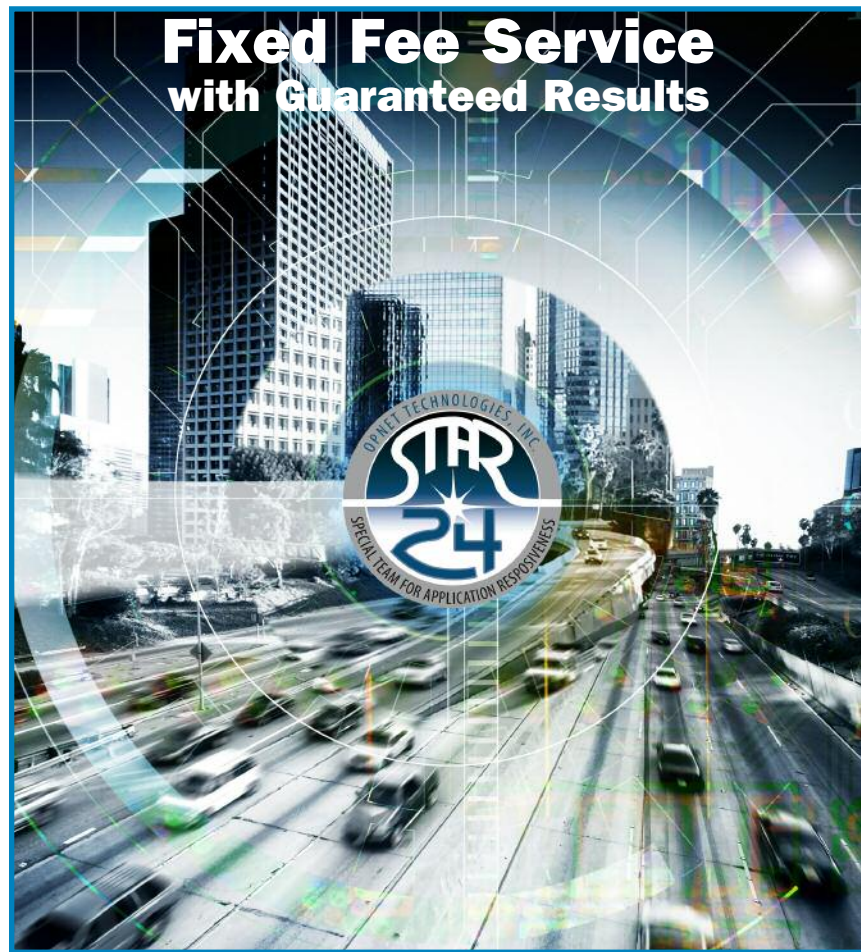
STAR24

Premium Rapid Response Application Performance Troubleshooting Service

End-to-end application performance, including service level response time, depends on the complex interaction between applications, servers, and the network. OPNET offers the STAR 24 service (Special Team For Application Responsiveness): A premium, rapid response troubleshooting service to identify the root cause of application performance problems using our advanced analytics-based solutions and best practice methodologies.

OPNET will begin work immediately and dispatch a consultant to the customer's facility within 24 hours after receiving a commitment to proceed. The consultant will diagnose the root cause of the performance problem, and when appropriate provide recommendations for corrective action—all for one fixed fee.

- **Premium rapid response service:** consultant is dispatched within 24 hours of receiving a customer commitment to proceed
- **Fixed fee service** inclusive of travel and living expenses
- **OPNET provides all required software and agents,** and installs them on customer-premise systems
- **On-site root cause performance problem identification with guaranteed results** (*otherwise Fee waived*)



Pre-Diagnosis

Team/Products
on site

Data Collection

Analysis/Identification

Report

For more information and a price quote, please contact:

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