

Who are we?

IT professionals with close to 20 years working in the computer and network performance field at Nortel Networks with real understanding of the factors that determine performance.

Proven business orientation: demonstration of performance feasibility of using x-terminal and diskless workstations in Bell Northern Research led to US \$10 million savings in capital.

Responsible for network/systems management toolsets used at Nortel for more than a decade to manage the per-



End to end performance analysis!

formance of their world class global network and interconnected computer systems.

Provided daily performance analysis services to global customers for over 15 years.

Presented technical papers at international forums available at our web site.



The Performance People

MFJ ASSOCIATES

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Service Information Brochure



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MFJ ASSOCIATES VALUE PROPOSITION

Sounds Familiar?

“Should I spend my capital dollars on desktops, servers or network gear? I don't know what would benefit me most.”



“My helpline has been flooded with calls all morning about email services grinding to a halt? What is really happening?”

“Poor response time is driving my e-business revenues down. What is going on?”

Is your computing and network performance under control?

“I just spent half a million dollars upgrading the computer environment

for my most important application and the response time is the pits? What do I do?”

“My customers are complaining but my service provider claims the service level agreement is being met. I am starting to loose customers. Whom do I turn to?”

“I plan to deploy a CRM solution accessible to my large sales force. Will it fit in my current computer system? Do I need to upgrade something?”

How can we help?

If you are in dire pain, we can offer you the performance management **Tiger Team** service for urgent relief. This virtual team consisting of our consultants and your staff is assembled to focus on the resolution of a specific performance problem with a clear closure and finite lifespan.

If you are in the planning stage of the performance management lifecycle, then the **Prevention** or **Computer Architecture** services are what you need. We can help you design a sound computer architecture based on factual data, tune your systems to maximize performance and plan future upgrades to eliminate service disruptions.

Once you have everything under control we can help you stay on an even keel with our **Health Check** service. We believe that "You can not manage what you can not measure" and our experienced consultants

can help you understand what to measure on an on-going basis to ensure good response time and turn **data into information**.



How can I make sense of all this performance data? Turning **data** into actionable **information**.

How can we provide your organization with the best **First Line of Defence**? Performance management training for your staff to enable them avoid the most common performance problems.

Last but not least, our extensive **network management expertise** can help you make business decisions regarding network and systems management solutions, implementations and integration in your environment in a vendor independent manner.

Business Value

Good computer and network response time will allow you to **have satisfied customers** and **responsive mission-critical applications**. Good computer architecture will enable **cost effective capital investment maximizing the bang for your buck**.

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