



## Improving quality through **targeted capacity management** and **performance** **improvement** programmes

**Capacity Management Consultancy is an independent IT consultancy based in the UK. We deliver targeted Performance Improvement Programmes to Blue Chip clients throughout the UK using our consultancy services which allow our clients to leverage our experience and knowledge to implement solutions that will both improve quality and reduce bottom line cost.**

Capacity Management Consultancy is a trading name of Capacity & Performance Solutions Ltd which was founded in 2002 by Leon Levy, who has been in the IT industry since 1983 and has specialised in the Capacity Management field since 1986. The company provides highly experienced IT consultants at a senior level who are also specialists in the Capacity Management disciplines. Generally our consultants have worked in IT for 10 years or more.

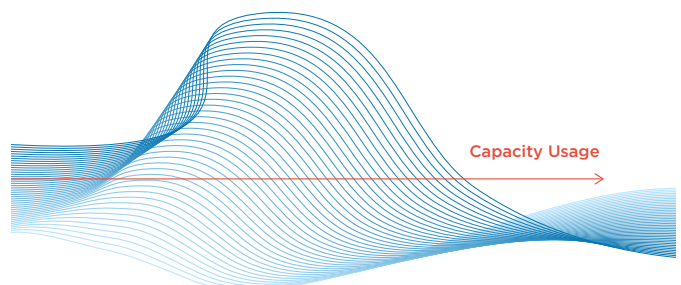
In order to provide a consistent quality of service we have developed our own Capacity Management Methodology which we can also use in conjunction with our Capacity Management Audit service to help clients assess their current effectiveness and create a forward plan to address any gaps and improvements necessary to reach their desired level of maturity.

The Audit process is usually a short exercise initiated by a workshop run by one or two of our Consultants and attended by those staff who will benefit from the effects of the Capacity Management processes, including; those responsible for Capacity Management at the moment, representatives from technical support teams, applications development and the business units. The workshop concludes with a first pass at an action plan targeted to address your particular issues.

We will then take the information gathered away and develop a rating, a gap analysis and a refined action plan. The next step is for us to come back and present our findings and the action plan.

### **The presentation will include:**

- Review of existing Capacity Management processes with their current rating
- Definition of the "Target" Capacity Management processes to be achieved
- Analysis of the "Gaps" identified
- Action Plan to close the Gaps



If you want to mitigate the risks and costs of IT change at your organisation or are unsure of the effectiveness of your organisation's Capacity Management processes please contact us now at:

[Info@capacitymanagementconsultancy.com](mailto:Info@capacitymanagementconsultancy.com)  
or call us on 0330 2234 273

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



## Mitigate Risks and Reduce Costs every organisation's ideal scenario?

Capacity Management Consultancy is an independent IT Consultancy that will help your organisation to manage the risks around the changes you are experiencing, such as new or updated applications, business growth or technological change, whilst at the same time reducing and optimising the costs of delivering your IT services.

Recent examples of work undertaken for major clients includes:

- Insurance – Design & implementation of fully developed, automated and inclusive processes
- Telecommunications Significantly reduced the number of failed calls at peak times
- Government – Roll out a new high profile service with no performance issues

All of these were completed on time, whilst optimising IT hardware and software costs to ensure budgets were kept in check or even reduced.

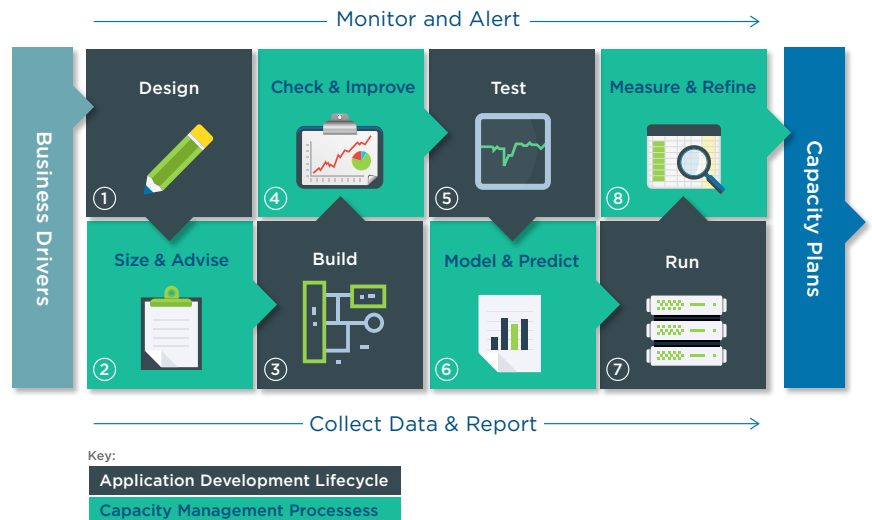
We assist clients to create effective and credible IT Capacity Management processes by delivering the following services:

- Capacity Management Process Consultation, Design, Implementation and Running
- Capacity Planning and Modelling
- Performance Management and Tuning
- Performance Testing, including developing Performance Test Strategies and Plans

- Performance Data Collection and Developing Capacity Databases (CBDs)
- Creating Capacity and Performance Reporting suites
- Capacity Management Tool/s Selection and Implementation
- Performance Testing Tool/s Selection and Implementation
- Service Level Management, setting Requirements, Monitoring and Reporting
- Performance Engineering and Applications Tuning
- Performance Healthcheck / Audit / Benchmark

We are hardware independent being able to provide these services across most major platforms including LINUX, UNIX, IBM Mainframe, HP NSK and Microsoft Server and Desktop platforms. We are also tool agnostic and can use and exploit most Capacity Management toolsets or utilise existing office packages to deliver cost effective solutions.

### Capacity Management Process



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