In the digital networked economy, if an IT application slows down, so does your organisation. If an IT application fails, work stops. BT Applications Assured Infrastructure (AAI) will ensure you gain optimal performance across your organisation.

Service description

Do you know what resources are being used at any given moment on your network? In today’s digital networked economy, few do. Research has shown that organisations waste more than three million working hours (or £0.25 bn) a year trying to get to the root of poor application performance.¹

That’s why BT offers AAI: a range of packaged services that enables you to gain optimum performance from your business applications across your organisation.

Key benefits

BT Applications Assured Infrastructure offers a wide range of benefits, enabling you to:

- **Get the most out of your existing IT infrastructure**
  AAI delivers insight into what’s happening on your network and how applications are performing. It provides complete visibility, enabling assets to be aligned to business requirements and the optimal ROI to be achieved on existing investments.

- **Improve service delivery**
  With AAI, application performance problems can be identified, pinpointed and resolved quickly to ensure service delivery targets are achieved.

- **Plan for future growth with confidence**
  AAI can prepare your infrastructure for a converged world ensuring that new applications can be deployed without disrupting your existing operations.

- **Improve the performance of critical business applications**
  AAI can interrogate specific application problems and make recommendations based on hard facts so that performance is improved and optimised.

Benefits at a glance

- Get the most out of your existing IT infrastructure
- Improve service delivery
- Plan for future growth with confidence
- Improve the performance of critical business applications

Key features

BT AAI comprises of five packaged services:

- **Audit**
- **Optimise**
- **Monitor**
- **Assure**

**Audit**

The BT AAI Audit package delivers five audit options to diagnose application performance issues. They are available for any business connectivity infrastructure, whether BT has provided it or not.

- **Applications Audit** – a comprehensive audit, typically lasting for four weeks, generating a detailed report of your entire application environment.
- **Applications Landscape** – a snapshot of your applications as observed from a single site on a single day.
- **Application Troubleshoot** – a detailed analysis of performance problems for specific application transactions.
- **Application Profiling** – a specific audit to assess the design requirements of your infrastructure before a new application is deployed.
- **Application Impact** – an assessment of the impact a new application will have when deployed on your infrastructure alongside your existing applications.

Optimise
Using the information analysed, BT will make recommendations that can:

- Optimise infrastructure performance
- Consolidate and rationalise your infrastructure
- Improve the end-user experience
- Enable implementation of new IP-based end-user services

Monitor
The BT AAI Monitor package provides round-the-clock analysis of how your applications are performing. Information from the Monitor service is analysed by our AAI Management Centre and then graphically represented on our unique online dashboard (accessible via BT’s virtual business centre).

We offer a choice of three Monitor services.

- **Network Monitoring** – analytical probes collect application traffic volume and response time data from your network infrastructure.
- **User Experience Monitoring** – software agents sit on your network at your selected business site to simulate common tasks carried out by employees. This provides a realistic and factual measure of application transaction performance.
- **Server Monitoring** – software agents installed on your host equipment gather performance information from your servers.

Manage
BT AAI Manage is an incident investigation service. In the event that application performance thresholds are breached, information from the AAI Monitor service will automatically generate an incident report that analyses the root cause of the performance problem. Based on this, corrective action will be recommended.

Assure
BT AAI Assure is a service level agreement we have developed to ensure your business critical applications perform in the way you expect them to.*

Why BT?
BT is a leading global IT and networking services company. Our AAI proposition is truly unique. Offered in discrete service packages, it can provide customers the capability they need to meet their business goals.

So compelling it’s hard to ignore
“For more than ten years Telemark has listened to hundreds of network managers request that operators help them get more from their networks. At last BT has responded with AAI. The potential gain in business productivity from a BT AAI solution is so compelling that the proposition is hard to ignore.”

Janet Watkin (Telemark Oct 2004)

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