



THE APPLICATION LIFECYCLE EXPERTS



J9 Technologies is a certified Hewlett-Packard Gold Partner offering services across the entire Application Performance Lifecycle. Our unique specialization brings together best-of-breed solutions from HP Software, proven methodologies, and top talent. Combining people, process, and technology, we focus on testing, application performance, and operational awareness to ensure the efficiency of our customers' IT operations and effectively help support and drive the business.



INTRODUCING SMARTSOURCE

Finding yourself understaffed and with no budget for hardware? J9's SmartSource services are the answer. Complete solutions for:

- Business Service Management
 - Application Monitoring
 - Availability Management
 - System Monitoring
 - End-user Monitoring
 - Business Process Monitoring
- Software Quality and Assurance
 - QA Project Management
 - Performance Testing
 - Functional Testing



TECHNOLOGIES

Some of our customers...



J9's cloud-hosted services and/or staff augmentation packages take away the pain of software hosting and administration. Our remote consultants are available as you need them to configure, script, and solve your problems.



TRAINING

Our courses are modular, affordable and cover products across the entire application lifecycle including:

- HP Quality and Performance Center
- HP Diagnostics
- HP Business Service Management

CONSULTING

Our consultants are industry leaders, with an average of 10 years experience. We can show you how to:

- Develop an application onboarding process
- Form a Converged Operations Bridge
- Capture business requirements
- Document SLAs/OLAs
- Develop APM strategy and process

MANAGED SERVICES AND SUPPORT

Let J9 do it all for you. Our expertise can help you configure and maintain any solution so you can do what you do best: utilize the software.

- Product support for HP software
- Hosted QC, PC, and BSM software
- Remote Administration and Configuration
- Remotely-delivered consulting



SmartSource

Application hosting, staff augmentation, consulting, and just-in-time training from US-based resources.

US-based, US-citizen resources each with more than 5 years of experience in the tools they are supporting and averaging more than 10 years of overall industry experience. All software is hosted on dedicated systems with multiple points-of-presence, backups, and proactive administration.

Contact one of our representatives to learn more about J9's services:

J9 Technologies, Inc.
 T/1.866.221.8109
 F/1.206.374.2901
 24 Roy Street #211
 Seattle, WA 98109

sales@j9tech.com
 www.j9tech.com

SMART SOURCE

Service	Description
HP BSM Administration	Access to a Seattle-based BSM consultant for up to 80 hours each month to administer your HP BSM environment. Perfect for when you just need staff augmentation. Minimum 12 month contract.
Base Business Service Management	Availability and Operational Management using HP BSM, Business Process Monitor, and SiteScope.
Configuration Management	Add HP DDM to aid your capacity and change management decisions. Up to 40 hours a month in consulting support.
Application and Transaction Management	Use HP Real User Monitor, Diagnostics and TransactionVision to gain insight into your applications and business transactions. Up to 40 hours a month in consulting support.
End-user Monitoring	Use HP Business Process Monitor and Real User Monitor to gain insight into how your end-users are experiencing your critical business applications. Up to 40 hours a month in consulting support.
Application Onboarding	Deploy HP BPM (up to 5 transactions), Sitescope (up to 100 monitors), and Diagnostics (up to 5 probes) for additional applications.
Quality Center	Manage the quality assurance process for delivering high-quality applications efficiently and effectively by managing requirements, test plans, defects, labs, etc.
Performance Center	Analyze the performance of your applications using HP Performance Center/HP LoadRunner and HP Diagnostics.
Functional Testing and Automation	Test case development and automation using HP QuickTestPro and HP Quality Center.
Performance Testing	Analyze the performance of your applications using HP Performance Center, LoadRunner, SiteScope, and Diagnostics.

ONSITE SERVICES

Service	Duration	Description
ITIL Assessment	Two days	Assessment of your IT processes using ITIL methodologies.
BSM Quickstart	Four Weeks	Deploy HP BSM in your application environment and achieve operational awareness for a single application.
Functional Testing and Automation	Variable	Test case development and automation using HP QuickTestPro and HP Quality Center.
Performance Testing	Variable	Analyze the performance of your applications using HP LoadRunner, HP SiteScope, and HP Diagnostics.
Application Performance and Transaction Monitoring	Variable	Use HP BSM with BPM, RUM, SiteScope, Diagnostics, and TransactionVision to gain insight into your end-user experience, applications and business transactions.
Training	Modules from 2-5 days	Quality Center Performance Center/LoadRunner Diagnostics Business Service Management Functional Testing Methodology