



INNOTAS™

Enterprise-class PPM...On Demand

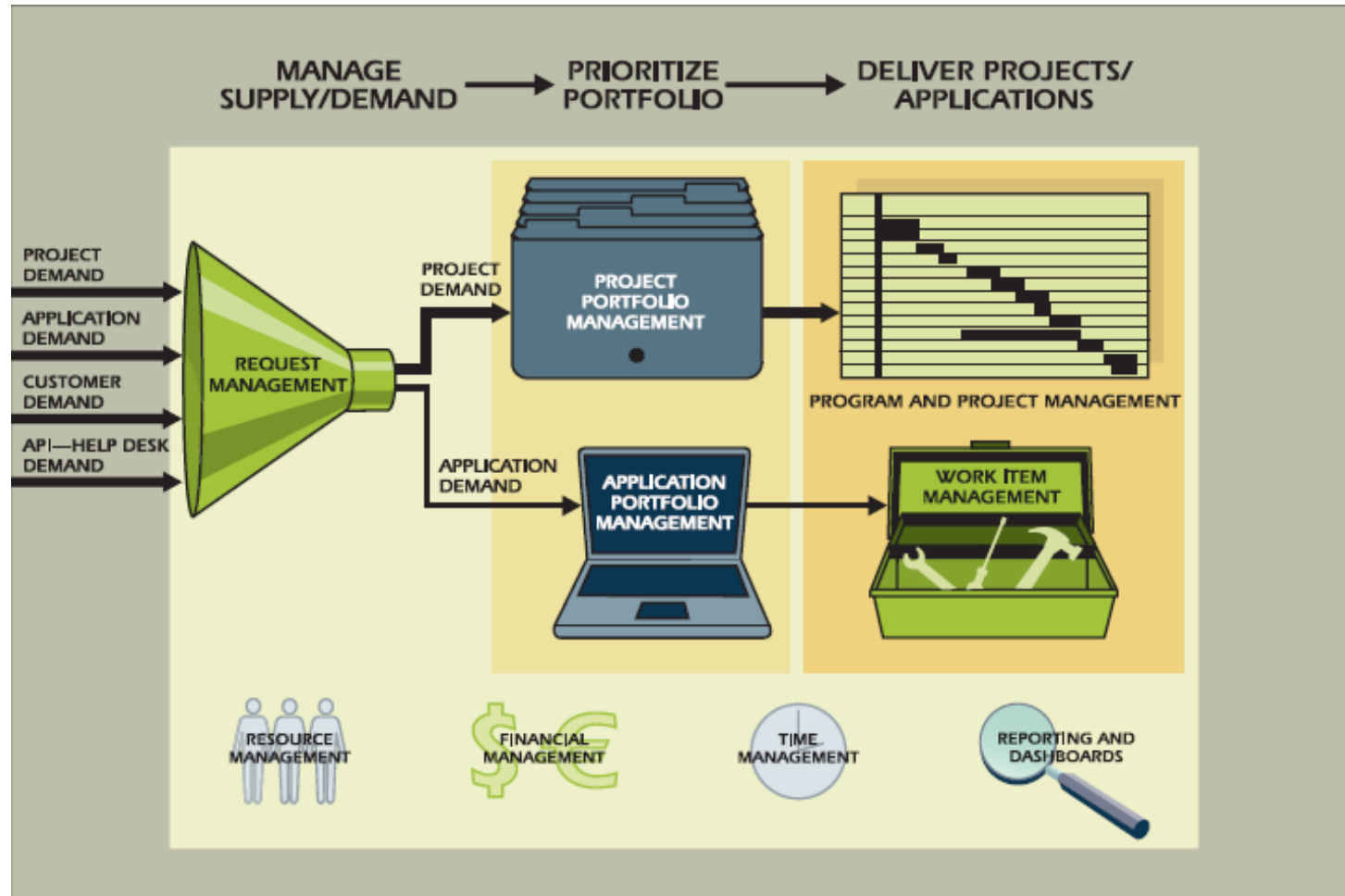
Inno*vative* *T*echnology *A*s a *S*ervice

Case Study: SaaS Performance for the Enterprise

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Vice President, Development & Operations

Who Is Innotas: IT Project Portfolio Management



How SaaS firm Innotas grew 400% in 2007 competing against CA, HP, and Microsoft

- The only 100% SaaS IT PPM solution to establish IT Governance
- Customers up and running in days or weeks
- Unparalleled Customer Service
- *“Innotas provides PPM for IT functionality at a more cost-effective price point than other PPM vendors in this space.” - Gartner MQ 08*

Customers Success

Forbes

Mykolas Rambus, CIO

*“With Innotas we realigned our IT portfolio so that **75% of resources and budget are dedicated to business growth** and 25% is dedicated to maintenance – it was the opposite before.”*

**Hamilton
Beach**

Jerry Hodge, Sr. Director IS

*“The Innotas on-demand PPM solution shows our business partners how my team is spending its time and helps us **focus on the most important business projects.**”*

USTGlobal

Tony Velleca, CIO

*“We needed to get our PPM solution up and running in **record time.** The Innotas team helped us go live with more than **900 projects and 5,000 users.**”*



Sandra Brandon, CIO

*“**Installed PPM solutions are too complicated.** We chose Innotas because we want to **keep it simple** and make sure that people actually use the PPM solution.”*



Mike Bakaletz, Director PMO

*“A proven software that is **reliable, quick to implement,** with the features and capabilities one would expect from a **best-in-class service.**”*

JOANN

Suzanne Frueh, Director PMO

*“Jo-Ann Stores runs light and fast. That’s why we chose Innotas – it’s **less expensive and much quicker and easier to implement** than installed solutions.”*

Virtualization, Scalability and Performance

- **The cornerstone to security, scalability, and lower cost**
 - Multi-tenant Application and Database
 - All components of the infrastructure architected to be standard, modular & redundant
 - Customer Perceived Response Time (CPRT) metrics
 - Time to generate data – time to deliver it over the internet – customer network time – time to load on local client

Case Study: The Banzai Release, March 2007

- In March 2007, we embarked on a 4-week user experience release focused on performance
- We focus on Customer Perceived Response Time (CPRT) as the methodology for measurement and assessment
- We were seeing CPRT that varied from 1.5 seconds for a basic list screen to as high as 10 seconds for an edit screen
- The goal for Banzai was to get 90% of Innotas screens to perform with a CPRT under 3 seconds

CPRT breakdown

- **The Problem: there are three component to tuning the CPRT for end users**
 - Client performance
 - Network performance
 - Stack performance
- **Our approach is to decompose the CPRT zones into discrete opportunities to remove bottlenecks**
- **From there, we began to attack all three components simultaneously**
- **In preparation for the Banzai release, we implemented our own CPRT utility (Timings) in the Mavericks release**
 - This enabled us to capture end-user CPRT in a simple, predictable way

Lessons Learned

- The problem is holistic and all layers impact each other – there is no silver bullet
- The Innotas Stack performs at between 0.1 and 3.0 seconds with the average time under ½ second
- The network and the client are often inter-related and they perform at anywhere between 1 and 15 seconds
- The biggest improvements will come from the tuning the client and tuning the Network
- Edge computing with Akamai enabled us to support geographically dispersed customers from a central data center

Results

- Depending on the individual end user, we've seen between 25% and 85% improvement of network time using Edge Computing via the Akamai test
- Depending on the individual end user, we've seen between 0% and 75% improvement of CPRT based on client configuration settings
- We've been able to tune the Innotas stack in several places for an approximate improvement of 25% in stack performance
- We anticipate additional tuning of the stack and the page sizes will add additional benefits to CPRT



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Thank you!

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