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## Highlights

- In-depth analysis to understand the performance of your systems, built on IBM Watson Health software including IBM Cúram Social Program Management and IBM Care Management
  - Maximize system performance
  - Proactively identify and remediate bottlenecks
  - Use hardware to its fullest potential
  - Optimize user experience
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# Consulting Services: Performance Tuning

*Optimize your IBM Cúram Social Program Management and IBM Care Management systems*

IBM Watson™ Health is committed to helping health and social programs organizations modernize their systems and transform the delivery of benefits and services to individuals and their families around the world. The goal: help people live healthier, more productive lives. With solutions for Social Program Management built on IBM Cúram software, and the IBM Care Management solution, organizations like yours have shown to deliver better outcomes with more speed, agility and effectiveness.

## Overview

A well-tuned and optimized system ensures that design, development and testing is successful. Watson Health offers a consulting service called Performance Tuning, which provides an in-depth analysis of your system performance by an accredited professional consultant. It will identify bottlenecks in processes and performance and help you address them with configurations to your system for peak efficiency and ease of maintenance as your system evolves to support changes to your business processes.



## Performance tuning objectives

Are your performance goals realistic? Are they being met?  
Is your hardware properly configured to meet your targets?  
Is there proper testing on your user interface, asynchronous processing, batch processes and integration points? The consulting professionals can help answer these questions and help you achieve optimal system performance with the following tasks:

### 1. Set objectives

Identify components of the system that will be analyzed and optimized, facilitate discussion to review service-level agreements, set performance goals, identify key business transactions and perform initial tests.

### 2. Review objectives compared to hardware

Build simple scalability models based on objectives and output from task 1 to assess if the system is adequate to handle performance targets.

### 3. Check system configuration

Confirm that recommended initial settings have been applied throughout the system, including the application server, database and server hardware.

### 4. Iteratively increase load

Gradually increase load until targets are reached, remove bottlenecks and apply configuration updates as needed.

### 5. Regression testing

Ensure that defined processes and configurations are repeatable and can be used as new functionality is added to the system.

Deliverables include:

- A report of key findings
- Documentation of system changes that were recommended and implemented.

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**NOTE: Consulting services may be delivered onsite or remotely depending upon the project task.**

Fees do not include travel and living expenses. IBM strongly recommends that customers read the guides under “Administering a Production System” in the IBM Knowledge Center [ibm.com/support/knowledgecenter](http://ibm.com/support/knowledgecenter).

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## Why IBM

IBM Watson Health is a leading provider of social program management solutions, based on IBM Cúram Software, which is built by and for social programs professionals for over twenty years. These solutions support assessment, eligibility and enrollment and outcome management. They ensure universal access for individuals and their families to the benefits and services to which they are entitled. IBM Care Management addresses the complex health needs of high cost, high risk populations by enabling multi-disciplinary teams to provide coordinated, person-centered care so that case workers and care workers can be more effective.

IBM Watson Health is staffed with skilled, certified professional consultants having deep technical and industry expertise. They will help you implement your systems, realize the value of your investment and address your critical business needs.

## For more information

To learn more about IBM Watson Health consulting services please contact your IBM representative. To learn about IBM Watson Health, visit [ibm.com/smarterplanet/us/en/ibmwatson/health](http://ibm.com/smarterplanet/us/en/ibmwatson/health)



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