

Crescendo Networks Maestro Application Layer Processing (ALP)



Test Summary

Performance Evaluation in Multi-tier Application Environments

Premise: In order to improve application performance, IT organizations traditionally have used acceleration appliances that focus on delivering content from the application to the client more efficiently. These solutions often ignore the true bottlenecks in the application which usually reside in back-end business processing systems. Crescendo's innovative ALP technology addresses these issues by targeting these bottlenecks at the transactional flow level, ultimately improving response times of transactions or entire business processes.

Crescendo Networks commissioned The Tolly Group to evaluate its Application Layer Processing (ALP) technology running over a Maestro CN5500 Application Acceleration Platform.

The Tolly Group examined the performance of the Maestro ALP product in the multi-tier environments of a leading CRM application and a leading call center application. Moreover, engineers analyzed and verified ALP's main application acceleration components, confirming the response time improvements made to both applications, in terms of individual transactions and entire business processes.

Applications were referenced generically since the performance impact of Maestro ALP was the test focus, rather than the applications. Tests were conducted in May 2007.

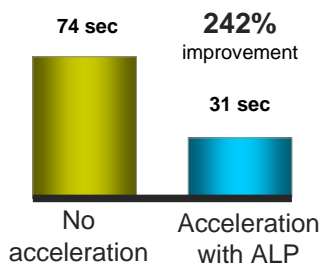
Test Highlights

- ▶ Accelerates leading CRM application's business processes by as much as 509% for "account referrals," "review account" and "add customer" processes
- ▶ Improves performance of market-leading call center application's "service request" business process up to 242%
- ▶ Addresses acceleration for bottlenecks in application logic, rather than reducing network overhead or optimizing content delivery
- ▶ Enhances application performance with multi-tier techniques, without altering application code or requiring software agents

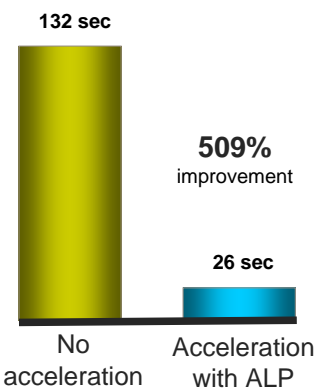
Response Time Improvements for Business Processes in Leading CRM and Call Center Applications with Maestro ALP over a LAN

Lower bars are better

Business Process "Service Request" in Leading Call Center Software



Business Process "Review Account" in Leading CRM Tool



Note: Numbers above bars represent elapsed time to complete transaction.

Source: The Tolly Group, May 2007

Figure 1