

# Microsoft Dynamics AX: Performance Review



Optimize Your System  
Performance

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## *Benefits of the Performance Review Service*

- *Thorough analysis of your system performance to find and prevent the performance bottlenecks*
- *Performance optimization by tuning poorly performing queries or processes*
- *Expert advice from Microsoft Dynamics AX Engineers*
- *Deliverable document which outlines the key findings*

## Overview

To run your business, you rely on your business application to run as efficiently as possible. The Microsoft Dynamics AX Performance Review includes a detailed review of your system in order to optimize the performance of the application. This service can be done anytime during the implementation to optimize performance from user acceptance testing through operation. A Performance Review can be performed at the customer site or can be delivered remotely.

The Performance Review can be used as a proactive service to optimize the system for higher transaction volumes when preparing for a busy season. It can also be used as a reactive service to alleviate bottlenecks when experiencing poor performance. With our performance toolset, we can identify current and/or potential issues, and provide recommendations for how to improve performance.

The Performance Review provides you:

- An understanding of the root cause for performance bottlenecks and the steps for the suggested resolutions
- Noticeable application performance improvements which help with the overall user adoption and increase staff efficiency
- The awareness of contributors to poor performance, and suggestions to prevent these events from reoccurring.

# How the Service Works

*Consider the Microsoft Dynamics AX Performance Review service if you are expecting seasonal increase in volumes, or if you are experiencing performance slow down in certain areas of the business.*

## **Review the system components**

In the beginning of the service, we will work to understand the current performance bottlenecks or areas of concern.

Secondly, we will conduct a review of your hardware infrastructure and server layout by monitoring the performance of those server components. This helps to ensure that the performance issues are not hardware related or due to a sub-optimal configuration of the system.

## **Determine the root cause of performance issues**

The Premier Field Engineer will install tools to help monitor the performance. Data is collected from the Dynamics AX application servers and the SQL Server. Application traces may also be collected depending on the areas of the system being targeted for optimization.

The Premier Field Engineer will gather information such as the operations that are running the longest, those that are causing the most reads on the SQL Server and any resulting locks and blocks. The system will be monitored during normal business operations, so we can gather usage information under a typical load.

## **Provide suggested resolution for performance issues**

Once the data from the system is collected, the Premier Field Engineer will review and highlight those issues that pose the biggest risk to the system. We will begin to provide suggested resolution for issues in order of importance. Recommended resolutions may consist of changes to be made to system configuration, application configuration, SQL queries, or SQL indexes. Additionally, there may be functionality versus performance tradeoffs that need to be discussed.

## **Service deliverables**

The deliverables for this service will consist of two elements:

- The first is a key findings document that outlines the performance bottlenecks and recommend changes to the system to achieve optimal performance.
- The second component is a close out call where the findings are presented and a Q&A session is conducted.

For more information about proactive Microsoft Dynamics AX services, contact your local Premier Services lead.