

## Professional Services

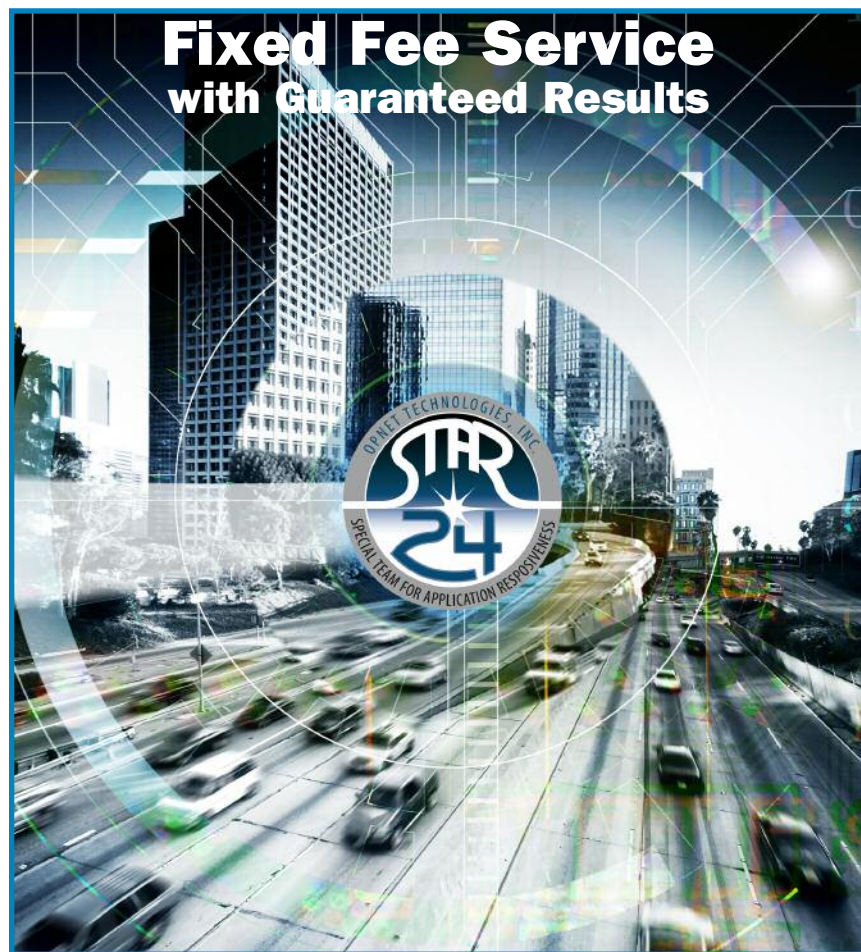
# STAR24

## Premium Rapid Response Application Performance Troubleshooting Service

End-to-end application performance, including service level response time, depends on the complex interaction between applications, servers, and the network. OPNET offers the STAR 24 service (Special Team For Application Responsiveness): A premium, rapid response troubleshooting service to identify the root cause of application performance problems using our advanced analytics-based solutions and best practice methodologies.

OPNET will begin work immediately and dispatch an engineer to the customer's facility within 24 hours after receiving a commitment to proceed. The engineer will diagnose the root cause of the performance problem, and when appropriate provide recommendations for corrective action—all for one fixed fee.

- **Premium rapid response service:** engineer is dispatched within 24 hours of receiving a customer commitment to proceed
- **Fixed fee service** inclusive of travel and living expenses
- **OPNET provides all required software and agents,** and installs them on customer-premise systems
- **On-site root cause performance problem identification with guaranteed results** (*otherwise Fee waived*)



Pre-Diagnosis

Team/Products  
on site

Data Collection

Analysis/Identification

Report

**For more information and a price quote, please contact:**

**OPNET Technologies, Inc.**

7255 Woodmont Avenue, Bethesda, Maryland 20814, USA

Phone: +1 240 497 3000 • [www.opnet.com](http://www.opnet.com) • email: [info@opnet.com](mailto:info@opnet.com)

© 2008 OPNET Technologies, Inc. OPNET is a registered trademark of OPNET Technologies, Inc.