

## Michael Dortch, Senior Analyst at Aberdeen

"Best-in-Class companies identified by Aberdeen surveys and interviews were found to be twice as likely as others to manage deployed services proactively. 100% of these users saw year-over-year performance increases of their SOA applications, while 80% enjoyed improved compliance with internal and external service level agreements (SLAs)," said Michael Dortch, Senior Analyst at Aberdeen. "These findings demonstrate and underscore how solutions such as Tevron's CitraTest APM (<a href="http://www.tevron.com/citratest-apm.asp">http://www.tevron.com/citratest-apm.asp</a>) can help companies to maximize the business value of their IT investments by monitoring application performance proactively and comprehensively."



Aberdeen Group is the leading provider of fact-based research focused on the global technologydriven value chain. Founded in 1988, Aberdeen has established the market leading position as the "voice that matters" when it comes to understanding the measurable results being delivered by technology in business.



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