Application Performance Assessment

Uncover bottlenecks limiting your application's performance.

Customer Solutions Architects (CSAs) leverage their Heroku application expertise to uncover potential bottlenecks in your running application. Our team will prepare an exhaustive and investigative report of your application's performance at run time, including guidance to stabilize application functionality. You'll gain a deeper understanding of long-running performance issues and how to address them on Heroku.

What it can do for you.

- Provide a detailed performance profile of your application
- Outline discrete steps to improve application reliability
- Identify common and undetected pitfalls that cause latency and hinder performance

How it works.

A CSA will engage your team to identify any known issues that have hampered stable performance. With our customer stakeholders' key areas in mind, the CSA will construct a detailed written report that examines critical application components. The document will include relevant data points, performance profiles, and screenshots that illustrate a broad image of your application. The report will also contain fine-grained analysis based on these findings.

Once completed, the CSA will share the document with customer stakeholders. You'll also be invited to ask questions and discuss the findings with our team. An Application Performance Assessment Pro Module is often a gateway to a wider dialogue between the CSA team and the customer thereby guiding the application towards long-term success.

Discovery: Customer Tasks

- Identify and engage your technical stakeholders

- Complete the pre-Module Questionnaire
- Confirm that your timeline and desired outcomes match the Pro Module deliverables

Analysis: CSA Tasks

- A CSA reviews the questionnaire and inspects internal and application monitoring tools
- Findings are collated, analyzed and explained in report format, with recommendations
- Final report is delivered and customers are invited to engage in a follow-up dialogue

Outcomes

- Customers receive a document outlining issues and application improvement suggestions
- A dialogue geared towards long-term application health and stability is begun with CSAs

Additional Information

Lead Time: 1-2 weeks
Customer Time Investment: 30-60 minutes

Goal

After an Application Performance Assessment Pro Module, customers will have a clear understanding of current application issues and how to address them. Furthermore, you can feel assured that the recommendations are geared toward both short-term fixes and long-term solutions.

Intended User

If you're maintaining a production application on Heroku, having difficulty pinpointing production issues affecting your users, and are open to recommendations from the CSA team, this Pro Module is for you.

Prerequisites

To complete this engagement, the customer must have:

- a current Heroku Enterprise license with a Premier or Signature Success Plan
- a Heroku application with a logging add-on and an application performance monitoring tool configured such as New Relic
- A stakeholder ready and eager to receive feedback on how to improve their application

Scheduling

To schedule this Pro Module, please [open a ticket with the Customer Solutions Architects (CSA) Team](). A CSA will be in touch soon with an invitation to complete the pre-Module Questionnaire and begin the Pro Module.