

Slow Apps, Who's to Blame?

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Perhaps you're using an application like Tamarac or Salesforce (or any cloud-based application), but the typing is slow and it's not reacting well. You call them. They tell you they aren't having any problems ... it must be on your end.

Now what do you do?

Where is the problem?

Who can solve it?

Maybe you do a speed test and everything *looks* fine (except in reality, that speed test is probably causing performance problems for everybody else in the office).

It's easy to end up blaming the vendor. *Damn, this app is slow! We don't have time for this!* So you might decide to switch to a different application (which can be a major mistake for your company).

Without knowing the root cause of the application's responsiveness issues, you may have the same problem with the next application—not to mention all the time, training and aggravation involved in switching over.

When your RIA relies on certain apps, there can be a frustrating no man's land when it comes to pinpointing issues that may arise. *Where is the issue? Whose job is it to fix?* These seemingly simple questions get complicated really fast because of a number of factors involved. But let's say in your case, the real problem could be that you're running a backup system and it's consuming everything...which is making Tamarac run slow.

At RightSize Solutions, we help our clients pinpoint and fix these issues so your workflow runs smoothly with minimal hiccups or downtime. We help you uncover where the problem lies and we help you fix it—without wasting your precious time or resources.

Plus, if Tamarac *is* actually having issues, we will be the first to know. By specializing in providing technology services for RIAs, we have a broader view on tech issues that you may be facing...and a perspective that your local IT person simply isn't able to provide.