

**Precise Software**

Anveshica Tayi  
Ashley Darby  
Jacque Titus  
Marcus Granberry

Thecasesolution.com

[ Should we do this? ]

**Reasons not to:**

- operating losses for past 4 years; risk- focus on current products and cost management

**Reasons to:**

- Customer feedback- important metric for customers is end-to-end response time
- Solution, not product provider

[ "What should it look like?" ]



A before the Equipment  
Technical Engineering

Now, July 01      December 06      Fall 02



[ Summary/Conclusion ]

**Thank you,  
questions???**

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# 1. Monitoring

- Real-time functionality
- Historical record for benchmarking purposes

## 2. Detection

- Across all 5 tiers
- Compare performance to historical metrics