TaiRox™ Memo

Sage 300 Performance Explained

How do you explain to your client why Sage 300 takes 100 seconds to do a task at 3pm that takes 1 second at 7am? How do you retain your credibility after spending many hours to reduce the 100 seconds to 90 seconds?

Here's an explanation I use. The mathematics have been simplified.

All networks have potential bottlenecks. In our hypothetical network an operation that should take 1 second takes 100 seconds because there is a 90 second bottleneck and a 9 second bottleneck.

#1: Suppose the 90 second bottleneck is uncovered first at some expense. Isn't it tempting now to stop looking? Performance is 10x better … but could be 10x better still.

#2: Suppose the 9 second bottleneck is uncovered first at some expense. Isn't it tempting to view the IT team with some suspicion? Money has been spent and performance has been marginally improved.

In either situation, #1 or #2, a good solution requires you to press on and find the other bottleneck. Do not give up.

In a real network there are likely to be several potential bottlenecks, not just two. The bottlenecks will interact in a complicated manner. Creating a queueing theory model of the network may be too expensive to be practical.

Besides a recommendation to "press on", what can be done? Our answer would be firstly to take measurements and then perform experiments that may affect those measurements … and that's the topic of another memo.

