

# EMA Radar™ for Application Performance Management (APM) for Cloud Services: Q1 2012

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## eG Innovations Profile

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January 2012



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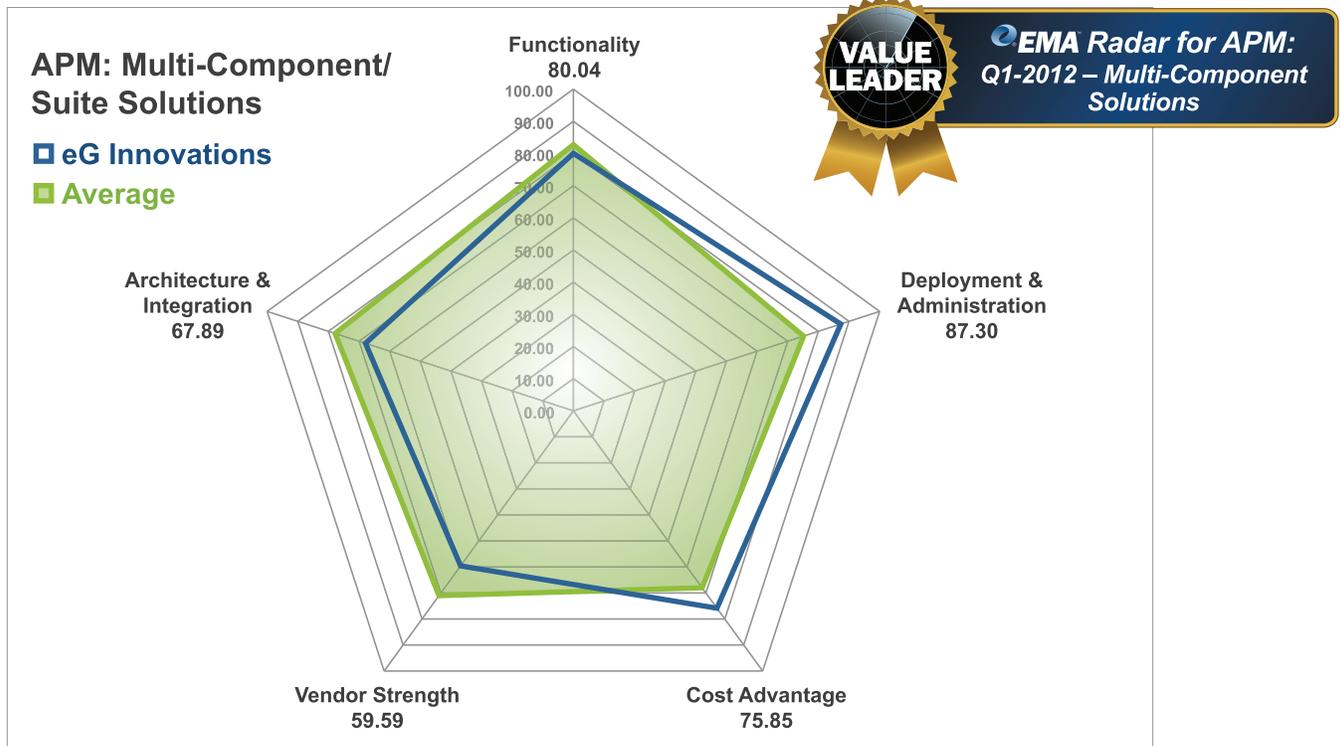
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## eG Innovations eG Enterprise Suite Profile



## EMA Award: Best Private Cloud Coverage

EMA sees eG Innovations’ heavy investments in support for virtualized environments as worthy of an achievement award for Best Private Cloud Coverage. This award is based on multiple functional capabilities, including:



- *Comprehensive Virtualization Coverage:* VMware vSphere, Citrix XenServer, Microsoft Hyper-V, Microsoft Virtual Server 2005, Solaris LDOMs, Solaris Containers, AIX LPARs, RHEL, others TBD.
- *Patented Virtualization/ Cloud-aware Correlation:* eG Innovations’ correlation supports the new sets of dynamic inter-dependencies, such as VMware vMotions, that come with private Cloud.
- *Universal Agent Technology* contributes to cost and administration efficiency. A single agent is capable of monitoring over one hundred fifty (150) applications, ten (10) different operating systems, and seven (7) different virtualization platforms.
- *“In-N-Out” virtual infrastructure monitoring* supports performance troubleshooting by providing both depth and breadth of application visibility. It shows an outside view of a VM (the physical resources the VM is consuming) in context to an inside view that indicates which application(s) inside the VM are causing the resource constraint. Both views are obtained using a single monitoring agent.



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## Overview

eG Innovations is a privately held company, founded in 2001. During this time frame, it has consistently experienced YOY double digit growth. eG Innovations has over 300 direct customers and over 700 managed clients worldwide (via MSPs) and offices on three continents.

For this report, EMA profiles eG Innovations' EG Enterprise Suite. As the scoring pentagram shows, this product is well rounded, demonstrating the fact that the company has paid attention to every aspect of product design, delivery, and support. Although eG initially sold primarily to the SMB market, today the majority of eG customers are enterprise-sized companies. EMA sees the Cloud coverage and well-rounded nature of this product as positioning it equally well for both constituencies in terms of overall value proposition. In addition, for smaller companies or departmental-level deployments, eG offers a SaaS version, eG Enterprise-on-Tap. Details are available at: <http://www.eginnovations.com/web/egenterpriseontap.htm>.

These scores describe a solid product with Cloud-focused features/functions that generally exceed those of competing vendors of similar size and some larger vendors. Of the five key areas surveyed, eG scored near or above the 75th percentile on three.

## Architecture and Integration

Factors comprising this score include overall design, scalability, breadth of support, and integration/interoperability. eG Enterprise Suite includes multiple features that one would expect from more expensive solutions. "Self-learning" capabilities include auto-configuration, automated rolling baseline calculations, real-time discovery of environmental changes (including vMotions and similar VM-related dynamic changes), and automated service modeling.

eG gathers metrics via a combination of real, synthetic, and infrastructure monitoring, which enables the product to deliver comprehensive, cross-tier application visibility. The product can also assess application performance across hybrid on-premise/Cloud environments and proactively alerts on a cascading series of events likely to trigger an application failure.

The 100% HTTP/HTTPS-based architecture enables the product to be deployed across private networks without requiring administrators to re-configure firewall rules. In addition, eG has integration points with popular event management platforms and trouble ticket systems including CA, HP OV, IBM Netcool, MS SCOM, and BMC Remedy. It lacks specific CMDB/CMS integrations, which accounts, in part, for the lower score on this dimension.

## Functionality

Factors comprising this score include overall APM features and ease of use. This is one of the top scoring areas for this product and is core strength for eG Enterprise Suite, particularly in terms of private Cloud and public IaaS monitoring. eG's breadth of support for server virtualization, as well as its distinctive "top down" and "bottom up" real-time analytics, position this solution very nicely for private and public (IaaS) Cloud support. Key features include a visual service model of discovered tiers, SLA support, performance broken down by tier, and completed versus uncompleted transactions.

eG beats out most of the competition in terms of coverage for diverse virtual server environments. The "In-N-out monitoring" approach is a definite differentiator. This approach delivers an outside-in



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view of a VM, showing the physical resources the VM is consuming as well as an inside-out view of applications inside the VM, their service models, and their resource consumption. This comprehensive support for virtual environments positions eG Innovations as a leader in terms of monitoring private cloud and public Infrastructure as a Service environments.

## Deployment and Administration

Scores in this area are derived from a combination of deployment-related factors including time to deploy, packaging and training options, and support/training. This is eG's highest scoring area, bolstered by fast time to deploy, its own professional services organization, deployment consulting hours as part of product cost, and low-touch ongoing administration. A particularly notable feature is eG's universal agent technology, which can considerably diminish administration overhead in comparison to competing solutions. Also contributing to the high score was a broad range of training options.

## Cost Advantage

Factors comprising this score include product pricing, license model options, and maintenance and support costs. Relatively low initial cost, all-inclusive pricing, return on investment in less than six months, and both SaaS and on-premise delivery options give eG Innovations high scores in this area as well.

## Vendor Strength

This score is derived from a combination of factors which include vision, strategy, overall financial strength, R&D investment, partnerships, and market credibility. In terms of vision and strategy, eG Innovations has invested significant resources over the years in building deep visibility to virtual environments. These investments are now paying off as private Cloud and public IaaS become mainstream.

For smaller private companies such as eG Innovations, the primary limitations in terms of vendor strength are related to company size and the opaque nature of company financials. While this can introduce an element of uncertainty to prospective buyers in terms of market credibility and financial strength, eG Innovations has been profitable for five years and continues to report revenue growth in the double digits. Consequently, they achieved a very respectable score in this area.

## Strengths and Limitations

### Strengths:

- Strong virtualization support covering Microsoft, Citrix, VMware, Red Hat Enterprise Linux (RHEL), and Oracle.
- In-N-out monitoring is a distinctive differentiator providing top down and bottom-up visibility into virtual environments.
- Virtualization, along with cloud-aware correlation and automated root-cause diagnostics, specifically address today's public and private Cloud environments.
- The combination of agent-based and agentless technology detects and reports configuration and VM change details that may impact availability and performance of Cloud systems.



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- eG's vision and strategy support a “three pronged approach to Cloud,” covering Cloud deployment (of the product itself via SaaS or virtual appliance), a Cloud consumer view (of Cloud consumption by consumer), and support for Cloud service providers, via multi-tenant management architecture.

## Limitations

- No .NET support as yet, which can be a limitation as Java-based and .NET now have approximately equal adoption in the enterprise.
- Small company size limits resources and may be a growth inhibitor.
- No CMDB/CMS integration as yet, although APIs are provided.

## Customer Quotes

“Within hours of deployment we had enough data to be able to monitor the important parts of the system.”

“We chose eG Enterprise Suite because it was lower priced obviously and it also provided us a way to integrate our own customized monitoring.”

*Development Manager, Healthcare Service Provider*

## About Enterprise Management Associates, Inc.

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help its clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals and IT vendors at [www.enterprisemanagement.com](http://www.enterprisemanagement.com) or [blogs.enterprisemanagement.com](http://blogs.enterprisemanagement.com). You can also follow EMA on [Twitter](#) or [Facebook](#).

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2396-eG-Profile.020912

