

Key Features of eG Enterprise

Performance Monitoring and Management, Simplified

eG Enterprise is a comprehensive end-to-end application performance monitoring solution that helps enterprises, service providers, and government agencies radically simplify and accelerate service delivery to boost user experience and ROI across virtual, cloud and physical IT environments.

The award-winning automated root cause diagnosis technology in eG Enterprise connects the dots and pinpoints the cause of performance issues with accuracy by auto-correlating user experience with the underlying infrastructure and application components.

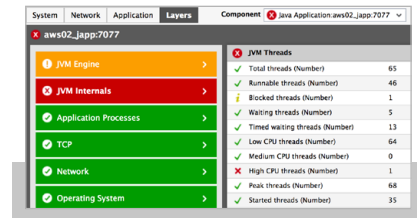
Take a closer look at eG Enterprise's unique capabilities and see how they help you deliver exceptional performance, user satisfaction and ROI.



END-TO-END PERFORMANCE VISIBILITY

In today's dynamic and complex IT environments, traditional management tools suffer from limited visibility into service dependencies between users, applications, and IT infrastructure.

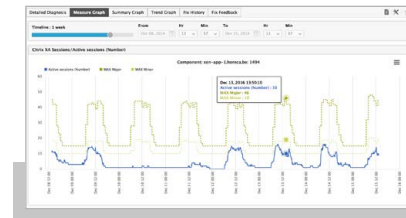
With eG Enterprise, you can monitor every layer and every tier of the IT infrastructure and connect performance insights—across applications, user experience, physical and virtual servers, network, and storage—with service availability and business productivity. Monitor the entire infrastructure from a single pane of glass.



AUTOMATED ROOT CAUSE DIAGNOSIS

When users complain about slow applications, IT teams find it difficult to diagnose the root cause: Is it the application code, web server, database, virtual platform, network, storage, etc.?

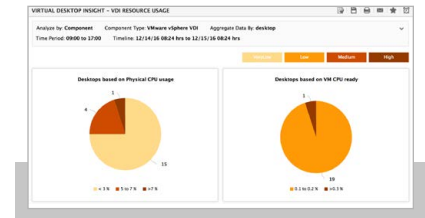
Using a virtualization-aware, automatic root-cause diagnosis technology, eG Enterprise accelerates the discovery, diagnosis and resolution of performance issues. Resolve problems with accuracy in minutes rather than days, and allow your highly skilled IT staff to be more productive, instead of fighting fires all day.



PREEMPTIVE PROBLEM DETECTION & ALERTING

To prevent downtime and ensure user satisfaction, IT teams must be alerted to performance deviations well before end-users and business services are impacted.

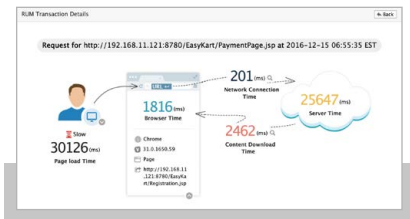
eG Enterprise helps you to preemptively monitor, accurately detect, and quickly resolve performance issues before users notice. Self-learning baselines, built-in correlation rules and intelligent alerts ensure that your team is proactively alerted to performance issues, configuration changes, and abnormal usage and activity trends.



RAPID ROI THROUGH RIGHT-SIZING & OPTIMIZATION

Many IT expansion and transformation initiatives stall or fail due to cost overruns. Performance issues are often addressed by over-provisioning and adding hardware.

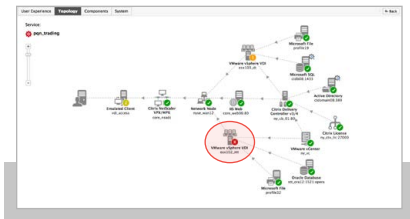
With empirical data, trends and reports from eG Enterprise, you can right-size the IT infrastructure, maximize resource utilization, and reduce hardware and software costs. Realize maximum ROI, and efficiently plan future rollouts for any IT environment: virtual desktops, cloud migration, data center consolidation, legacy modernization, and more.



USER EXPERIENCE MONITORING

The success of IT initiatives is directly tied to user satisfaction. Therefore, IT performance monitoring can no longer be limited to tracking IT resources—CPU, memory, disk, etc.

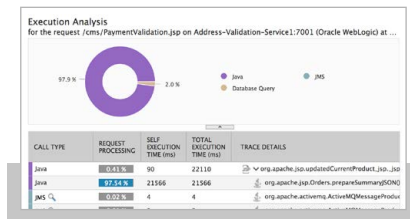
eG Enterprise monitors all aspects of a user's experience—for web applications, Citrix virtual applications, and more. With its real user monitoring (RUM), you can quickly see which transaction is slow, when, where, and why. Synthetic monitoring complements RUM by consistently testing applications 24x7 from different locations.



AUTOMATIC DISCOVERY & DEPENDENCY MAPPING

Today's IT infrastructures are highly interdependent. Manually mapping the many dependencies that exist between different tiers is nearly impossible.

eG Enterprise goes far beyond discovering networks, servers, and applications as disparate elements. It auto-discovers all forms of infrastructure dependencies (application-to-application, application-to-VM, and VM-to-physical machine) and presents the connected topology on intuitive maps.



APPLICATION CODE-LEVEL VISIBILITY

Badly written application code and inefficient database queries affect application performance. Developers need code-level visibility to detect and fix such issues, and enhance user experience.

Using a tag-and-follow approach, eG Enterprise traces web transactions as they are processed by each application tier. Transaction flow graphs help you quickly see where bottlenecks in transaction handling are occurring and to pinpoint the exact Java method, SQL query or external API call that is responsible for transaction slowdowns.



INTELLIGENT REPORTING FOR AUDITING & ANALYSIS

IT administrators and architects need to understand how the IT environment is being used, as well as when and where inefficiencies and bottlenecks occur.

eG Enterprise offers comprehensive pre-built and custom reports on users, applications, and infrastructure components to enable real-time and post-mortem analysis, forecasting and capacity planning, as well as auditing and compliance.



DEEP VIRTUALIZATION MONITORING

Virtualized IT environments are highly dynamic and heterogeneous, making manual performance diagnosis with legacy tools impossible.

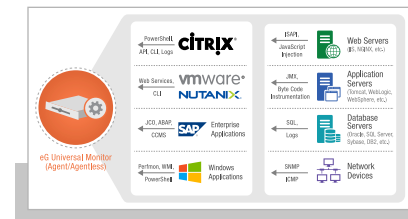
eG Enterprise's unique, patented 'inside-outside' monitoring technology delivers both depth and breadth of insight into virtual infrastructures. The 'outside view' of a VM indicates the hypervisor's physical resources used by a VM, while the 'inside view' of the VM highlights which applications and users are responsible for the resource usage.



CONFIGURATION CHANGE TRACKING

A great majority of performance issues are caused by configuration errors or changes. Administrators spend many hours manually trying to determine what caused a performance impact.

eG Enterprise allows you to track all configuration changes as they happen, compare configurations over time, and correlate performance issues with configuration changes, enabling you to quickly identify and fix issues.



UNIVERSAL MONITORING OF EVERY LAYER, EVERY TIER

Replace your legacy, silo monitoring tools with eG Enterprise's universal monitor, which ensures unparalleled flexibility and speed of deployment.

Licensing is based on server operating system or users (for Citrix/VDI), and not on CPUs/cores, the operating system or the specific application components being monitored. Administrators have the flexibility to choose between agent and agentless monitoring options.



INTEGRATION & EXTENSIBILITY

eG Enterprise's monitoring capabilities are extensible for new and customized infrastructure elements. Easily add new applications and network devices, and build customized models for monitoring.

Make deployment fast and easy by integration with orchestration tools. Ensure seamless integration with your service management processes using native integration with tools, such as ServiceNow, PagerDuty, etc. Minimize the learning curve for your operations team through tight integration with management tools like Microsoft SCOM.