

Application Performance Monitoring with eG Enterprise



Key Benefits

- ✓ **Boost customer satisfaction** by ensuring rich user experience for web applications
- ✓ **Enhance application responsiveness** and proactively get alerted to performance deviations
- ✓ **Accurately pinpoint the root cause of slow applications** by monitoring and correlating performance within and beyond the application stack
- ✓ **Maximize ROI and productivity** by ensuring peak performance of applications on-premises and in the cloud
- ✓ **Provide metrics, analytics and reports for different stakeholders:** Application owners, IT operations, architects, developers, and helpdesk

“eG Enterprise provides the best value for the money coupling visibility and excellent reporting. Using its automatic root cause analysis, we avoided throwing \$\$ at the problem, and realized \$20,000 in savings immediately.”

Rob Salmon
CEO, Office Port

IT applications are the backbone of today’s business services, and their performance has a significant impact on an organization’s business and brand. It is no longer enough for an application to just work; it must deliver exceptional user experience while maintaining high uptime and operational efficiency.

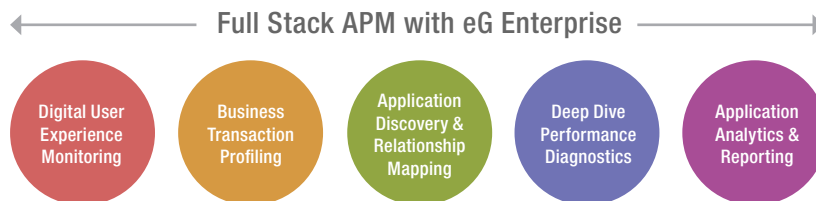
With application architectures becoming more web-based, cloud-driven, dynamic and virtualized, enterprises need a comprehensive application performance monitoring (APM) strategy. Tracking just the application up/down status and basic CPU and memory utilization metrics is not sufficient for performance troubleshooting.

A cohesive APM strategy with laser focus on end-user experience, application dependencies, and business impact is key to achieving superior application performance and ensuring customer satisfaction.

End-to-End APM with eG Enterprise

eG Enterprise is a robust performance management solution that enables organizations to detect, diagnose, and resolve application performance issues before end-users are affected.

Aligned with Gartner’s functional dimensions of APM, eG Enterprise delivers deep performance visibility, proactive alerts, intelligent analytics and reporting to help organizations monitor and manage their entire application delivery chain. It automatically correlates performance across every layer and every tier of the infrastructure and delivers the actionable intelligence needed to prevent application slowdown.

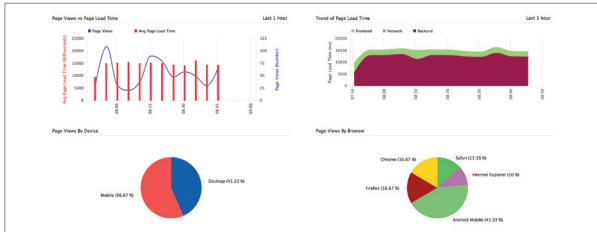
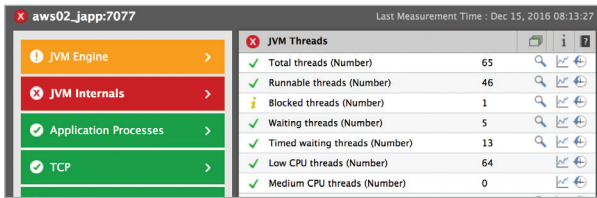
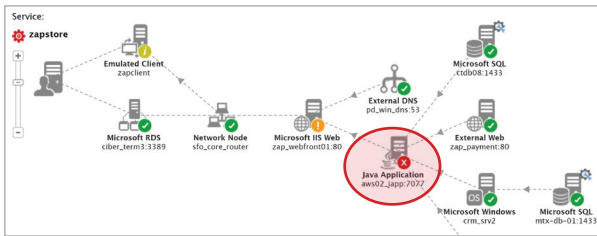
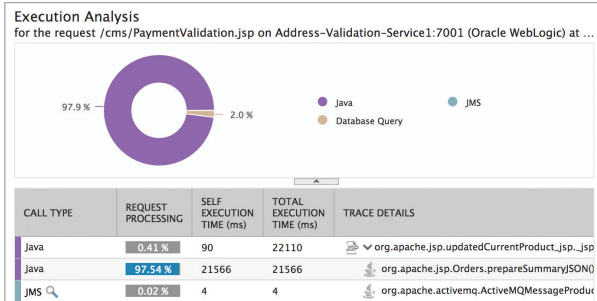
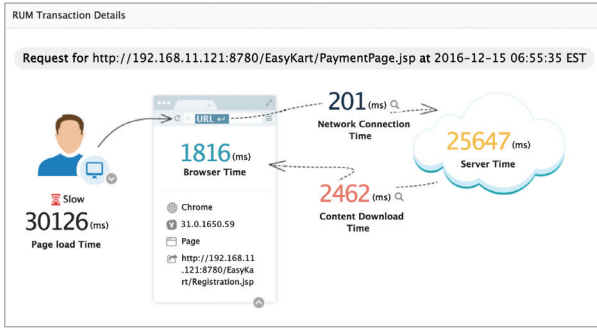


eG Enterprise provides a unified web console to monitor user experience and application performance end to end, thus eliminating finger-pointing between application business owners, IT operations, DevOps, architects and developers.

Find and Fix Application Performance Issues Faster

- Be the first to know when user experience of web applications is affected, where, and how
- Track slow business transactions across the application architecture and identify the root cause: Is it malfunctioning application code or a slow database query?
- Get deep performance visibility and critical health metrics of applications and their dependencies—the underlying physical, virtual, and cloud infrastructures
- Monitor over 180 applications out of the box including Citrix, SAP, PeopleSoft, Microsoft Office 365, SharePoint, Exchange, Oracle, Java, .NET, and more

Key Capabilities of eG Enterprise for Application Performance Monitoring



End-User Experience Monitoring

- Real user monitoring (RUM) tracks how end-users interact with web applications in real time
 - Identify which user, location, transaction is slow, and why
 - Diagnose if application slowdown is due to the client browser, network, server, or content download
- Synthetic monitoring simulates user transactions 24x7, and actively tests and detects issues before users encounter them

Business Transaction Tracing

- Using byte-code instrumentation and an advanced tag-and-follow approach, eG Enterprise provides complete visualization of the transaction flow across every tier of the application architecture (web server, application server, database and remote method calls)
- Drill down to the exact line of application code and database query that is responsible for slow application performance

Application Topology Discovery & Dependency Mapping

- From a service perspective, visualize the application topology and all dependencies to physical, virtual and cloud infrastructures
- Auto-correlate application performance data with other infrastructure tiers to accurately pinpoint the root cause of performance issues

Deep Dive Performance Visibility & Diagnostics

- In a single click, drill down into any application or any infrastructure tier to monitor availability, health, performance and usage
- Intuitive dashboards classify performance data across functional layers, greatly simplifying problem diagnosis and troubleshooting

Analytics & Reporting

- Get actionable insight using proactive alerts, self-learning baseline thresholds, and built-in analytics tools
- Leverage out-of-the-box and custom reports for historical analysis, capacity planning, right-sizing, management reporting and auditing

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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