

Application Performance and Digital Experience Monitoring with eG Enterprise



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

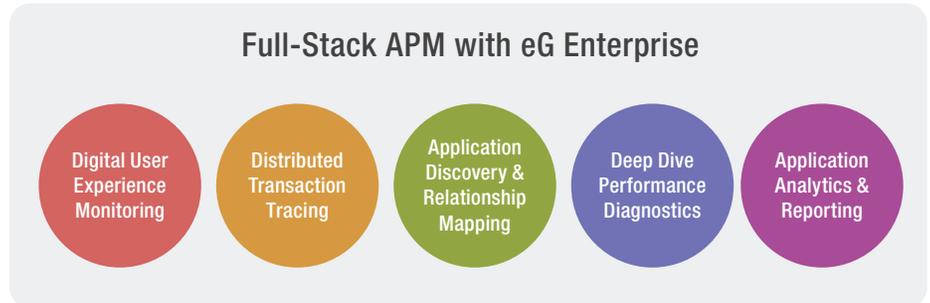
With application architectures becoming cloud-driven, dynamic, and containerized, enterprises need a comprehensive application performance and digital experience monitoring strategy. Tracking just application up/down status and resource usage levels is not sufficient. A cohesive APM strategy with a focus on end-user experience, tracing across distributed application components, diagnostics and analytics is key to achieving superior digital experience and enhancing customer satisfaction.

Converged Application and Infrastructure Monitoring

eG Enterprise is a comprehensive full-stack observability solution that enables organizations to detect, diagnose, and resolve application performance issues before they impact users. Monitor all application components — whether monolithic, microservices-based, cloud-native, or hybrid. By delivering deep visibility into application and infrastructure layers coupled with AI-powered insights, eG Enterprise helps IT teams ensure high user satisfaction.

Key Benefits

- ✔ **Boost customer satisfaction** by ensuring a rich user experience for web applications.
- ✔ **Enhance application performance** and be proactively alerted to anomalies.
- ✔ **Accurately pinpoint the root cause of slowness** by monitoring and correlating performance within and beyond the application stack.
- ✔ **Maximize ROI and user productivity** by ensuring peak performance of distributed applications on-premises and in the cloud.
- ✔ **Provide metrics, analytics and reports for all stakeholders:** Application teams, IT Ops, architects, developers, helpdesk, and management.
- ✔ **Simple and predictable licensing** based on applications monitored, not by volume of transactions or resource configuration.
- ✔ **Flexible deployment** - on-premises or cloud-based.

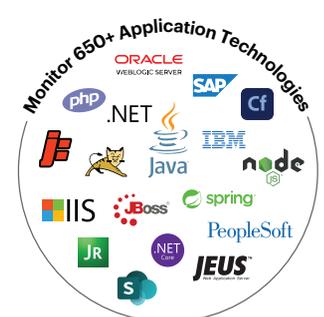


A core strength of eG Enterprise is its ability to bridge infrastructure and application telemetry with business outcomes. Whether it is a spike in memory usage, a failed transaction, or a degraded microservice dependency, eG Enterprise pinpoints the source of the issue and its impact on users. This alignment with modern observability practices ensures that organizations troubleshoot faster, deliver better digital experiences, and enhance their operational efficiency.

Track and correlate MELT data - Metrics, Events, Logs, and Traces - across the entire application delivery chain. From high-level KPIs like transaction response times and throughput to low-level infrastructure anomalies and log patterns, eG Enterprise provides real-time observability into all aspects of system behavior. Pre-built and customizable dashboards help consolidate performance signals across tiers, enabling rapid detection and root cause analysis of anomalies.

Find and Fix Application Performance Issues Faster

- Be the first to know when, where, and how the user experience is affected.
- Track slow transactions across every application tier and identify the root cause: Is it due to malfunctioning code, a suboptimal database query, or a slow external call?
- Get performance visibility and critical health metrics for each application component and its dependencies — the underlying physical, virtual, and cloud infrastructures.



“eG Enterprise provides the best value for the money, coupling visibility and excellent reporting. Using its automatic root cause analysis, we realized ROI immediately due to savings in personnel and prevented downtime.”

Rob Salmon
CEO, Office Port

