

# Cloud Performance Monitoring

Monitoring FROM the cloud, OF the cloud, FOR the cloud



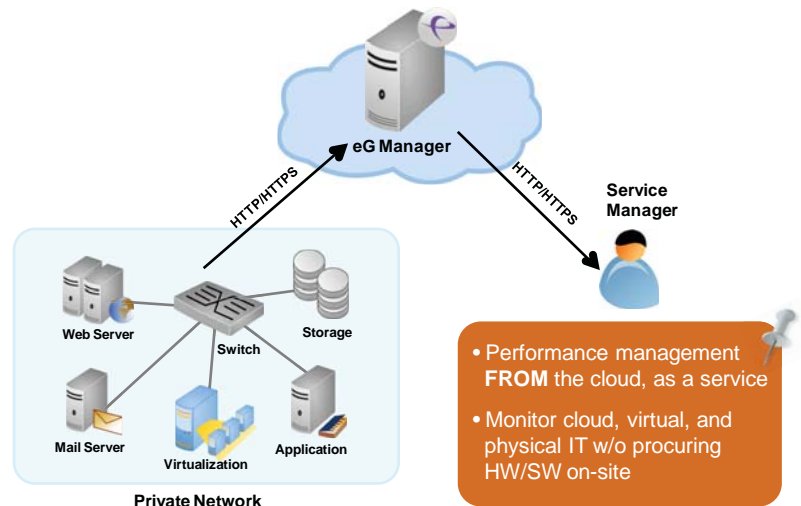
Cloud computing offers enterprises many benefits, but it also poses a number of monitoring and management challenges. Most cloud environments are distributed and involve multiple application, virtualization and network tiers. Often these tiers are operated by different groups of administrators and the lack of visibility across these tiers is a challenge. When a user complains of a slowdown, it is hard to determine where the problem lies: in the cloud? in the application? in the database? in the client?

eG Enterprise is an award-winning solution that is ideally suited to address the monitoring and management challenges that cloud computing poses. Since it addresses all three key aspects of performance management for cloud environments, eG Enterprise can be used by organizations irrespective of where they are in their adoption of cloud computing.

## Performance Management FROM the Cloud

This is the deployment perspective. Conventionally, performance management software has been deployed on-premise. Today, users have the option to get performance management as a service delivered from the cloud. The advantages that cloud computing offers – agility, cost saving and ease of use – also apply to performance management delivered from the cloud.

The eG Enterprise-on-Tap service from eG Innovations allows organizations to start monitoring, diagnosing and reporting on their physical, private, and public cloud infrastructures within minutes without involving a significant upfront investment. Based on a 100% web-based architecture, eG on-Tap can be deployed without significant changes to the network architecture. Its universal agent technology monitors every layer of every tier of the infrastructure, compares the metrics with their norms, and generates proactive alerts to highlight potential problems well before users notice.



Deployment perspective of cloud performance management FROM the cloud

## Performance Management OF the Cloud

This is the cloud consumer's view. Performance management OF the cloud refers to the management of business services that are partly or wholly hosted in the cloud. Not only do such services involve multiple application, network, database, and virtualization tiers, but they also involve different domains of control. Furthermore, inter-dependencies between tiers makes problem diagnosis difficult – e.g., a problem in one tier can affect the performance of many others.

### BENEFITS AT A GLANCE

- Start monitoring, diagnosing, and reporting on your private and public cloud infrastructures in minutes without significant investment in time and resources
- A single pane of glass view of on-premise and cloud infrastructure and applications
- Ensure great user experience through rapid and automated diagnosis of performance problems across physical, virtual, and cloud environments
- Get great return on investment by right-sizing your cloud infrastructure

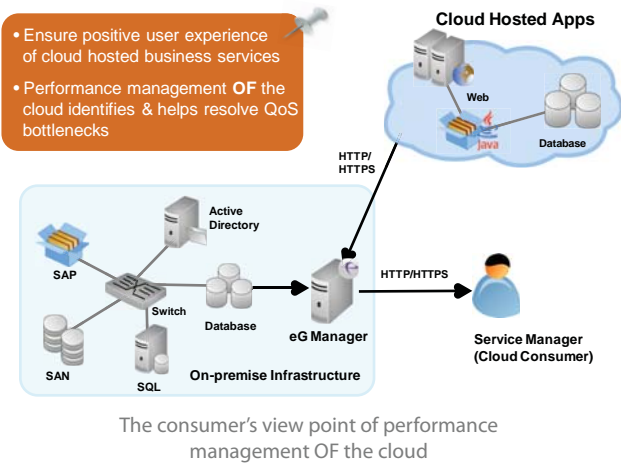
“ We are truly impressed with eG Innovations cloud performance management solution. eG beats out most of the competition in terms of coverage for diverse virtual server environments as well as for its distinctive 'top down' and 'bottom up' real-time analytics.

The eG Enterprise Suite includes multiple features that one would expect from more expensive solutions; their comprehensive support for virtual environments positions eG innovations as a leader in terms of monitoring private cloud and public infrastructure as a service environments.

- Julie Craig, Research Director, EMA ”



Best Private Cloud Coverage  
EMA Radar™ for APM Q1-2012

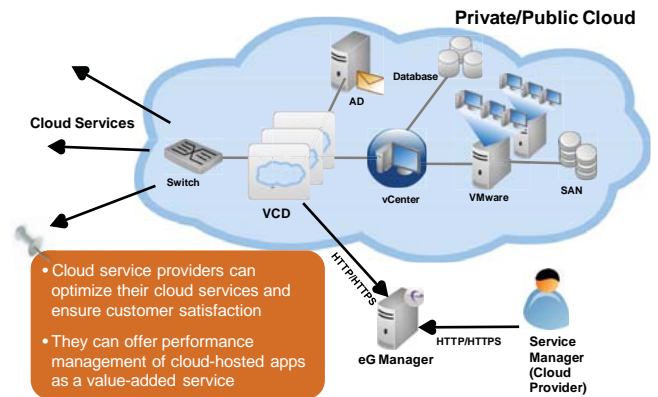


Cloud consumers require a monitoring system that provides a single pane of glass view of the entire business service. In addition, the monitoring system must include automated correlation and diagnosis capability so it can correlate performance metrics from different tiers and identify where the root-cause of a problem lies. Pin-pointing the exact tier and layer responsible for a problem is often the most time consuming in the diagnosis process. This is where eG Enterprise helps.

Besides providing wide infrastructure coverage, it embeds the industry's first cloud-aware root-cause diagnosis technology. By discovering application inter-dependencies as well as application to cloud dependencies, and using this to correlate across tiers, eG Enterprise makes problem diagnosis simple and efficient. Rapid problem diagnosis ensures high service uptime and great user experience, which are critical for the success of any cloud transformation initiative.

## Performance Management FOR the Cloud

This is the cloud service provider's view. The primary concern of a cloud service provider is to ensure that users are happy. Cloud service users must be able to login, provision new instances, start and stop instances and deploy applications. The performance of cloud-hosted applications must match that of the on-premise applications. Performance management FOR the cloud helps the cloud provider deliver better cloud performance, maximum service availability, and superior customer satisfaction. The performance management system also helps service providers right-size their infrastructure, so they can achieve the necessary returns for their investment in the cloud infrastructure.



eG Enterprise with its out-of-the-box capabilities to monitor the cloud service end-to-end provides performance management for the cloud. Its comprehensive monitoring and automated diagnosis capabilities can be used by cloud providers to discover problems quickly, identify the root-cause and fix them so as to minimize service downtime. eG Enterprise's comprehensive reporting capabilities can be used for post mortem diagnosis of problems, to identify hot spots and trends that require attention and to determine ways of optimizing the cloud infrastructure, so as to maximize the workload that it can handle.

## Summary of eG Enterprise Cloud Monitoring Capabilities

### Performance Management From the Cloud

- 100% web-based architecture
- HTTP/HTTPS for all communications
- Agent-based or agentless monitoring
- Active and passive monitoring approaches
- Licensed per server, not per CPU core / socket
- Wide monitoring coverage: Monitors 150+ applications, 10+ operating systems, 9+ virtualization platforms

### Performance Management Of the Cloud

- Monitoring of service performance
- Metrics on every layer and every infrastructure tier
- Automatic correlation for root-cause diagnosis
- Metrics tuned for infrastructures with multiple domains of control
- Ability to monitor cloud hosted and on-premise applications from the same console

### Performance Management For the Cloud

- Monitoring the cloud infrastructure – the cloud platform, virtualization layer, network, storage, and the infrastructure services that support the cloud service
- Scalable to support thousands of applications and instances
- Multi-tenant – so multiple enterprises can be supported using the same management system
- Web-based – monitor from any where, at any time
- Automated deployment and configuration
- Easily integrates with trouble ticketing systems & helpdesks

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## About eG Innovations

eG Innovations provides intelligent performance management solutions that dramatically accelerate the discovery, diagnosis and resolution of service performance issues in virtual, cloud and physical infrastructures. Only eG Innovations offers 360-degree service visibility with virtualization-aware performance correlation across every layer and every tier-from desktops to applications, and from network to storage. eG Innovations' award-winning performance management solutions are trusted by the world's most demanding companies to enable great user experience, keep mission-critical business services running at peak performance, and to deliver on the ROI promise of transformational IT investments.