

# Application Monitoring



## Monolith – Delivering Next Generation Monitoring for Operations

### The Challenge

Applications such as eCommerce, ERP or transaction processing systems are central to revenue generation and are the heartbeat of today's modern corporation. The failure of a critical business service – even for a few minutes – can have direct and negative consequences on the bottom line and for customer satisfaction levels.

Today's traditional approaches to application monitoring are insufficient to achieve the goal of continuous availability in the modern enterprise. First-generation monitoring solutions typically provide organizations with only partial insight, and take an external, outward-in view of applications. Operational system monitoring is restricted to ports, processes and service checks. End-to-end synthetic transactions provide good data and may alert IT to a problem with an application, but give no context to the source of the problem, where it exists or how to solve it.

Until now, no vendor has been able to provide a consolidated, comprehensive application monitoring solution that renders easy to identify problem identification and a consolidated application hierarchy view to enable quick, effective troubleshooting and rapid problem resolution.

### The Solution – A Holistic Application Monitoring Solution

Monolith Software's application performance monitoring solution offers IT organizations a breakthrough in application performance management. While competitors monitor only disconnected silos of information, Monolith takes a comprehensive "under the hood" approach to monitoring critical business applications. From within the internals of the application, Monolith collects, consolidates, and derives business meaning from real time application performance data as well as the more traditional user simulation metrics. When combined with reliant infrastructure component data and statistics, this cohesive view into the workings of critical business services gives application managers dramatically enhanced diagnostics and immediate-impact analysis capabilities. Best of all – this vital information is available on-demand through completely configurable, dynamic dashboard views for business services and service level management.

Monolith Software is the only vendor on the market today to fuse together three critical application performance areas and reveal vital information in a single dashboard view:

- Real time feed monitoring and processing provides for real-time performance measurement and monitoring of the application. This data is captured from within the application itself. As users interact with the application and the system functions, data is collected by Monolith via flat file, socket, database table or SOAP collectors. The data is then stored in Monolith's high performance Metric Manager data warehouse where it is ready to be presented in dashboard, SLM/BSM, Top-N or dynamic performance views to reveal application performance patterns, business performance metrics and common points of failure.
- Synthetic transactions and end-to-end simulation/testing of the user experience using wintask, command-line or policy-based models track a potential end-user's experiences and interactions with the application, yielding predictive performance data for performance troubleshooting and capacity planning. Synthetic transactions follow the complete end-to-end transaction experience, identifying potential performance hurdles and points of failure.
- Holistic application monitoring allows organizations to comprehensively monitor the entire application hierarchy by abstracting and pinpointing focused monitoring on only the subset of technology components that the application is reliant upon. This includes network devices, servers, load balancers, databases, application processes, core services and security components.

### The Result – Complete Insight into your Applications Technology Environment

This is enabled through Monolith Software's unique consolidated approach to enterprise technology management, combining complete application dependency components into powerful, real time, customizable dashboarding and BSM/SLM capabilities. This approach provides "single pane of glass" visibility into an organization's technology environment and every layer of an application.

# Monolith for Application Monitoring

## Visualize Availability and Performance of Mission Critical Applications

Today's global enterprise operates in a 24x7 business environment and typically demands 99.999 availability and uptime from critical applications. These extremely high levels of tolerance are difficult to achieve and sustain at all times — a challenge made that much more difficult if an IT organization cannot monitor every aspect of application performance. Monolith Software's application monitoring capabilities surpass those of competitive tools. While competitors monitor the systems surrounding an application such as connected databases, networks or sockets, they fall short in monitoring the internal workings of the application itself, claiming the challenge is too great, the scale too large, and the demand for flexibility too daunting. Monolith Software is the only application monitoring solution available on the market today to fuse consolidated application environment data, with user simulation and synthetic transactions, and real time application monitoring to deliver a single solution and consolidated application performance data in a single dashboard view.

## Synthetic Transactions

Understanding a user's experience allows application managers to fine-tune and adjust performance to better meet user expectations and maintain high levels of customer service. Monolith Software provides powerful synthetic transaction capability, allowing an organization to collect, analyze and improve end-to-end response times as well as to measure the complete end-user experience. Monolith Software supports command-line arguments, Wintask-based Windows transactions and custom-coded synthetic transactions.

- Monolith can easily turn any command-line argument into an application feed, giving you and your developers the flexibility to incorporate any form of custom check into your monitoring efforts.
- Wintask-based synthetic transactions can automatically record user interactions and timers, storing the information within Monolith for performance and availability trending and analysis.
- Monolith enables custom-coded synthetic transactions constructed in 100% Perl syntax for mass-monitoring hundreds or thousands of devices at one time.

## Pinpoint Failures & Recover Quickly

When a critical application fails, the business suffers and revenue is lost. Monolith Software plays a vital role in monitoring the health and performance of critical applications and in instantly advising business managers, VPs and CIOs when problems arise. Through our advanced discovery capabilities — meta tagging and core host agents -- Monolith's application monitoring solution is able to identify and monitor the entire ecosystem surrounding an application, as well as the performance of the application itself, including end-to-end transaction processes and discreet operations. Any failure of the application or its ecosystem is immediately and visually represented in the dashboard view, triggering intelligent notification, trouble ticket generation, and automatic escalation procedures. Using Monolith Software, IT organizations can immediately identify points of failure, quickly diagnose and isolate root causes and dramatically shorten mean time to recovery (MTTR) for critical applications.

## Key Technology Features & Benefits

### Features

- Only solution to fuse and represent application environment information with both real time and synthetic application monitoring capabilities to provide a holistic application monitoring solution
- Custom collection capabilities (socket, file, database, and/or SOAP) allow organizations to monitor and instrument the specific and exact data required to monitor application performance, health and utilization
- Synthetic transactions collect end-to-end response times, test application availability and measure the end-user experience statistics
- Real time application monitoring supports the capture of application performance and transaction metrics that are typically unavailable to traditional application monitoring tools
- Service modeling enables real-time and historical SLA performance reporting
- Powerful and configurable dashboards allow IT organizations to visualize even the most complex of applications and provide real-time status of all collected and/or polled data
- Intelligent notification and escalation capabilities to reduce MTTR

### Benefits

- Gain unprecedented real-time visibility into the performance of critical applications connected to revenue generation
- Meet availability and uptime tolerances for critical business applications
- View application performance trends to better plan for future growth
- Shorten mean time to recovery (MTTR) from application failure through more rapid identification, diagnosis and recovery
- Manage application performance from BSM, SLM or customized perspectives
- Consolidate silo'd data to deliver integrated application performance views

## Monitor Applications “Under the Hood” with Real-Time Application Monitoring

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## Dashboards to View Complex Application Data in Meaningful Business Terms

Complex application environments produce extensive and detailed performance data. This information must be visually represented in meaningful business terms. Monolith Software's powerful and configurable dashboards are able to draw out and graphically represent critical application performance data to serve a broad diversity of information needs. With Monolith's dashboards, IT teams can visualize and monitor:

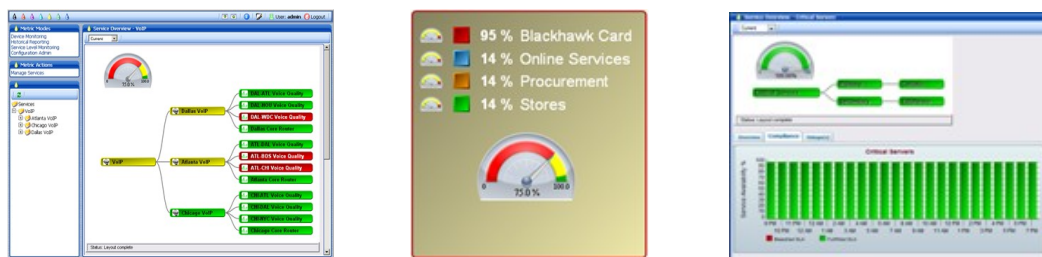
- **Application response times** – how long it takes for the application to perform a certain function
- **Utilization** – disk, bandwidth, & CPU utilization
- **Trends** – last polled value, average time across days/weeks/month/year
- **Transactions** – counters record transactions per second, number of visits per second

Monolith's dashboards are highly configurable, and extremely easy to use. Visio-like drag and drop interface makes it simple to assemble, mix and match application performance data using graphs, gauges and other widgets. Dashboards also utilize industry standard color coding as visual indicators of an application's performance status and provide complete drill down abilities that allow a user to start from a summary view and zero in on underlying details and causes of failure.



## Model Application Performance Using BSM, SLM Views

Applications can be modeled and application performance visualized from many perspectives – all within Monolith Software's single system. A CIO may choose to take a Business Service Management approach to the visualization of application performance, and will construct a service hierarchy view within Monolith SLM Manager that links the performance of critical business applications to overarching business goals for revenue attainment. A VP of Operations may choose to construct a SLM hierarchy that shows application performance data in the context of service level agreements as part of an overarching ITIL initiative, or to prove adherence to Sarbanes Oxley. Finally, a business manager responsible for the company's internal, proprietary e-commerce system may wish to construct a custom SLM hierarchy view that models the specific transactional performance of that application to determine common points-of-failure better predict and model user behaviors, and plan for future capacity.



## Scale Applications to Support Business Growth

CIOs ultimately desire predictability in their business. Planning for failure in a global enterprise is simply a sound risk management practice. Monolith Software's superior diagnostic ability and comprehensive application monitoring capabilities help CIOs and their technology teams manage critical application performance on a daily basis, and ensure rapid mean time to recovery (MTRR) when failure occurs. In addition, Monolith's application monitoring also offers many longer term planning advantages as well. Monolith's active monitoring of critical applications and their surrounding environments draws out invaluable trending information relating to application performance and utilization over time. This allows IT organizations to tune performance based on historical behavior and to better plan for application scalability to meet future demand.

## About Monolith Software

Monolith Software is the leading provider of operationally focused technology management software for network operations centers (NOCs) delivering the only fully integrated platform for managing fault, availability and performance on the market today. Service providers and IT organizations seeking to increase operational efficiency and drive down costs while maintaining 99.999 percent uptime and availability turn to Monolith Software's next generation management and monitoring solution for real time insight into the health, performance and availability of mission critical systems and applications.