

GeNiEnd2End Application

Monitoring IT-service-levels from a user point of view



In all branches numerous essential business processes are dependent on the service provision of the IT. In order to live up to this process thought, a proactive monitoring solution is necessary that supplies key data of critical business processes from the user perspective. GeNiEnd2End Application measures the service quality of business critical applications from a user view and thus supplies availability and performance key data for the monitoring of the agreed service-level targets.

Business processes require end-to-end monitoring

The motivation to monitor applications from a business process view is the constant striving for process optimization. Through permanent monitoring of the application performances this point is met consistently. With GeNiEnd2End Application the time needed by the IT to process a user entry is transparently displayed. This transparently defined „normal condition“ ascertained through this knowledge forms the basis for optimization.

From component management to SLM

Today, business processes are the centre of attention for the previously and mostly technically oriented IT. This requires rethinking in all areas of a company. IT-organization is now no longer conducted according to classic function areas but by service processes. Instead of performance data from the viewpoint of the system, objective and quantifiable performance data from the view of the end user are used as control tools.

Quality assurance and troubleshooting basis

For the objectification of „felt“ service levels, the total service performance must be evaluated in quality: With GeNiEnd2End Application you proactively monitor the availability of the application over the entire transfer path, from the application to the end device, and are thus able to react faster if the performance of an application starts to decrease.

GeNiEnd2End Application informs you of access peaks or system overloads before it is too late.

This way you are able to react quickly - even before the problems occur for users! The solution emulates end user transactions against applications around the clock, seven days a week and thus creates the requirements for 24/7-availability, as well as performance for the entire service chain.

Added value for users, IT and companies

GeNiEnd2End Application is a proactive end-to-end monitoring solution that supplies key data of critical business processes from the user perspective. GeNiEnd2End Application measures the service quality of business critical applications from a user point of view on client/server, web, and mainframe platforms.

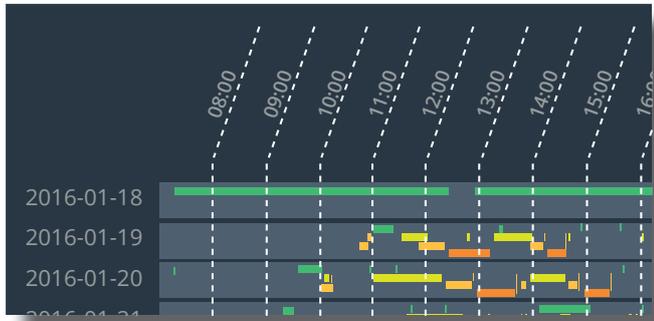
For example, it supports SAP R/3, Telnet 3270, Oracle, Lotus Notes, MS-Exchange and other proprietary client/server solutions. With GeNiEnd2End Application you are able to manage service levels proactively from business viewpoint and provide reports about the adherence of SLAs for complex applications in various environments. With GeNiEnd2End Application quantifiable availability and performance key data can be collected from a user viewpoint, and performance weaknesses can be isolated and eliminated before agreed service level targets are violated

GeNiEnd2End Application at a glance

- Monitor key data in accordance with business targets
- Measure service level from a user perspective
- Achieve service productivity advantages and cost reductions using the collected key data
- Document performance, availability and response times of applications
- Automatic distribution of the response times according to network and client/server part
- Monitoring of all mainframe, client/server and web applications
- Intuitive, web based user interface

The functionality of GeNiEnd2End Application

GeNiEnd2End Application consists of the GeNiServer, the central data collection, control, and evaluation point and the GeNiAgents that measure the IT-service quality. The GeNiAgents are installed at defined service transfer points. From here they simulate business transactions based on saved scripts.



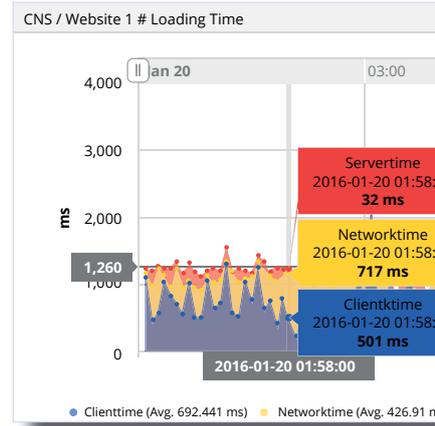
visual alarming history

The creation of the scripts required for the GeNiEnd2End Application is very easy, as they can be created with a capture-replay function.

The time-controlled scripts conduct typical user transactions. The measurement data of the GeNiAgents, like for example availability, response times (broken down by network and application) and data throughput from a user point of view are sent to the database of the GeNiServer. The GeNiServer software, operable using a browser, controls

all GeNiAgents centrally. The administration of the simulations scripts and their assignment to the GeNiAgents is also undertaken centrally. Each GeNiAgent can be individually configured as to when, how, what and at which frequency tests should be run. For security reasons, the functionality of all GeNiAgents, including the script execution are monitored by the GeNiServer at a configurable interval.

The determined transaction measurement values are saved in a SQL-database. The integrated reporting module creates graphic reports from this data, which make availability and response times visible towards positions and trends. With help of user definable threshold values, important key data can be actively monitored. The system sounds alarm if the set threshold values are exceeded.



GeNiEnd2End Application recognizes shortages immediately from the user viewpoint through the interaction of the two components and reports them to an administrator. The objective measurement results contribute to your service quality assurance.