AppQoS - Networked Application Performance and Usage Monitoring

Overview

iTrinegy AppQoS is an networked application performance and usage monitoring solution that enables you to:

♦ Check the actual quality of IT based business services being delivered
♦ Measure networked application response times
♦ See who or what is accessing a particular file over the network
♦ Receive notifications when performance degrades below defined thresholds
♦ Ensure Service Level Agreements (SLAs) are met

AppQoS can monitor application performance over multiple network segments

Measure Performance, Not Just Availability

100% availability of IT components does not necessarily equate to 100% performance. It is possible to have all elements of your IT infrastructure up and running and yet still have end-users complaining about unacceptably slow response times.

Therefore, network managers and support teams also need to know how quickly IT based business services are being delivered to the users over the network and just how good the quality of the delivered service really is.

iTrinegy AppQoS addresses this need by monitoring the response times of applications running over the network and issuing alerts when performance falls below defined thresholds.

When end-users complain that an application is performing badly you can use iTrinegy AppQoS to rapidly determine:

♦ Whether it is a network or server issue.
♦ Whether it really is performing badly / worse than normal.
♦ Who is effected (single or multiple users).
♦ Where in the network the problem exists.
♦ Whether other applications or traffic types are responsible
♦ Is the other traffic relevant or undesirable?
♦ What is running over the network?
♦ What other requests are being issued to the server.

With iTrinegy AppQoS you can drill-down to quickly find out:

♦ How much delay is there on the PC side of the network
♦ How much delay is there on the server side of the network
♦ How much delay comes from the application

AppQoS response time measurement

iTrinegy AppQoS sees the transaction request being made to the application and the response from the application back to the requestor. By time-stamping each packet iTrinegy AppQoS knows the response time experienced. It then records a variety of timing points within a single transaction to provide detailed information about network and server delay and other invaluable management and diagnostic information.
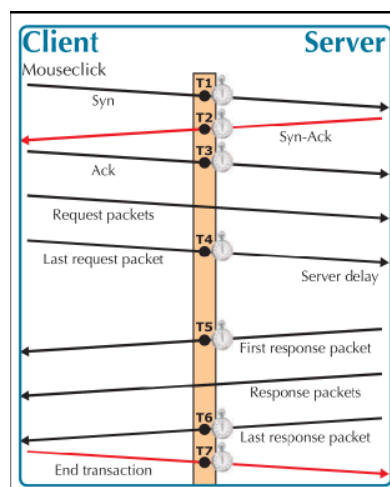

QoS Alerting

By measuring actual networked application response times iTrinegy AppQoS can easily tell you when there are problems with the quality of service.

When performance has degraded below acceptable levels alerts are sent so that the support team can identify and rectify the problem before it becomes an issue with end users. As a result, you will be able to ensure greater availability and performance of your key business services, and thus deliver quality service to your business.

Non-intrusive Monitoring

iTrinegy AppQoS connects to any network segment (10/100/1000) of interest by mirroring (spanning) or tapping standard Ethernet port connections. Once plugged in, iTrinegy AppQoS non-intrusively monitors the traffic passing it, including

requests and responses to business applications. The analysed data is presented using integrated reports and graphs.
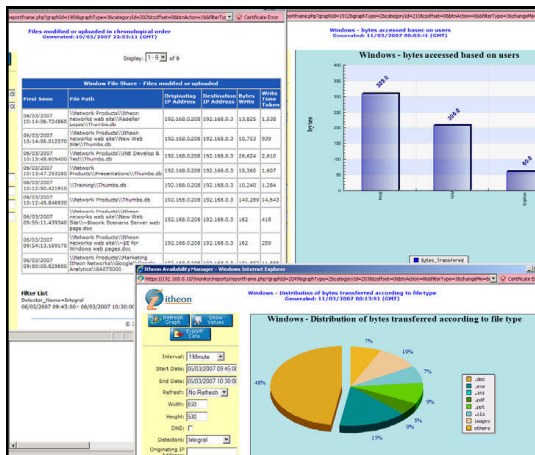
AppQoS delivers Windows Networking data in clear tabular and graphical reports

iTrinegy AppQoS will also enable you to collect data from multiple network areas simultaneously by simply plugging additional detectors into the required network segments. In addition, iTrinegy AppQoS has enterprise connectors allowing integration with major helpdesk, frameworks and network management systems including Heat, Remedy, Tivoli, OpenView and Unicenter.
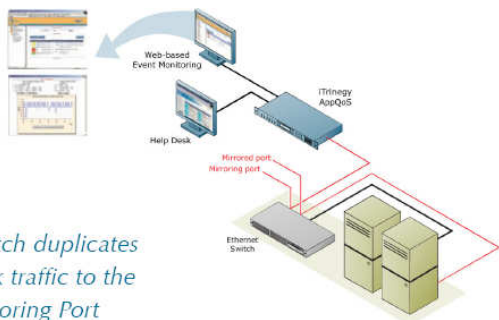
The switch duplicates network traffic to the Mirroring Port

Do I have to pre-define what Traffic Flows I'm interested in?

No, iTrinegy AppQoS will catch all traffic flows for you; your only decision is which to display.

The graph below, produced with just 1 click, shows the Application Response time broken down into:

♦ Server (Application Response Time)

♦ Client Network Response Time (Originator Side Network Response Time)

♦ Server Side Network Response Time (Destination Network Response Time) in this case for application 80 (http)

The graph tells us at a glance whether the application response time is poor and if so where the problem lies (network or server/application).

Application-Specific Monitoring

iTrinegy AppQoS offers an enhanced range of specific application focused monitoring capabilities for VoIP, Windows Networking and file serving/web(http) including:
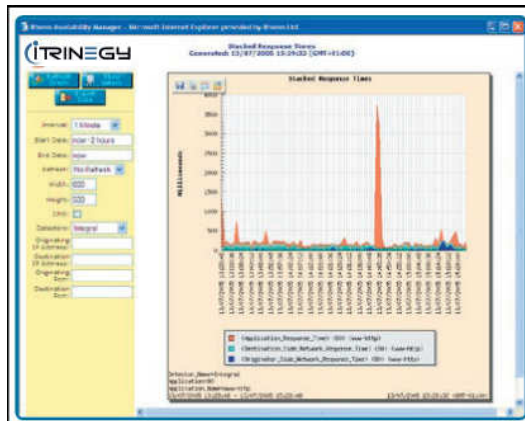
AppQoS helps you identify whether the problem is with the network, application or server

♦ **Windows Networking Monitoring**: logon times, file access times, who is accessing what, slowest files/shares, most accessed files, etc...

♦ **VoIP Monitoring** including tracking from and to numbers, addresses, voice call progress, call quality, jitter, etc…

♦ **Http (Web) Monitoring** including page and graphic accesses, object access times, sub-pages, object(s) accessed from main page, reasons for failure (e.g. page not found), pages obtained from cache, who is accessing what etc...

Independent Reviews

AppQoS/AppQoS-Portable has received critical acclaim from these respected sources:

"There are plenty of performance monitoring tools on the market, so anyone wanting to compete has to stand out. AppQoS does because someone has sat down and thought about how to build a flexible product and make it usable. That is, it doesn't feel like something a techie wrote in his spare time and which someone in marketing decided to tack a GUI onto and try to flog. Historically, I've only come across three vendors who give me this warm feeling: NetScout, Peribit (now Juniper) and NetBotz. I've now found a fourth." **Techworld, March 2006**

"AppQoS proves that you don't need a degree to monitor and analyse network and application performance. It works straight out of the box and is capable of providing a truly remarkable amount of information about network utilization." **Network Computing, June 2007**

iTrinegy Limited
Bulse Grange,
Norton End, Wendens Ambo,
Saffron Walden, CB11 4JT
tel (UK): +44 (0)845 226 1900
fax (UK): +44 (0)845 226 0607i

nfo@iTrinegy.com

iTrinegy Inc.
255 West Moana Lane
Suite 110
Reno
NV 89509
tel / fax (USA): +1 (888) 448 4366

www.iTrinegy.com