



PRESENTS

NETWORLD INTEROP



Purpose-Built Management Solutions for Managing Web-based Applications

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Date of Presentation

www.interop.com

ProactiveNet
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Most Solutions are Optimized for Availability and NOT Speed

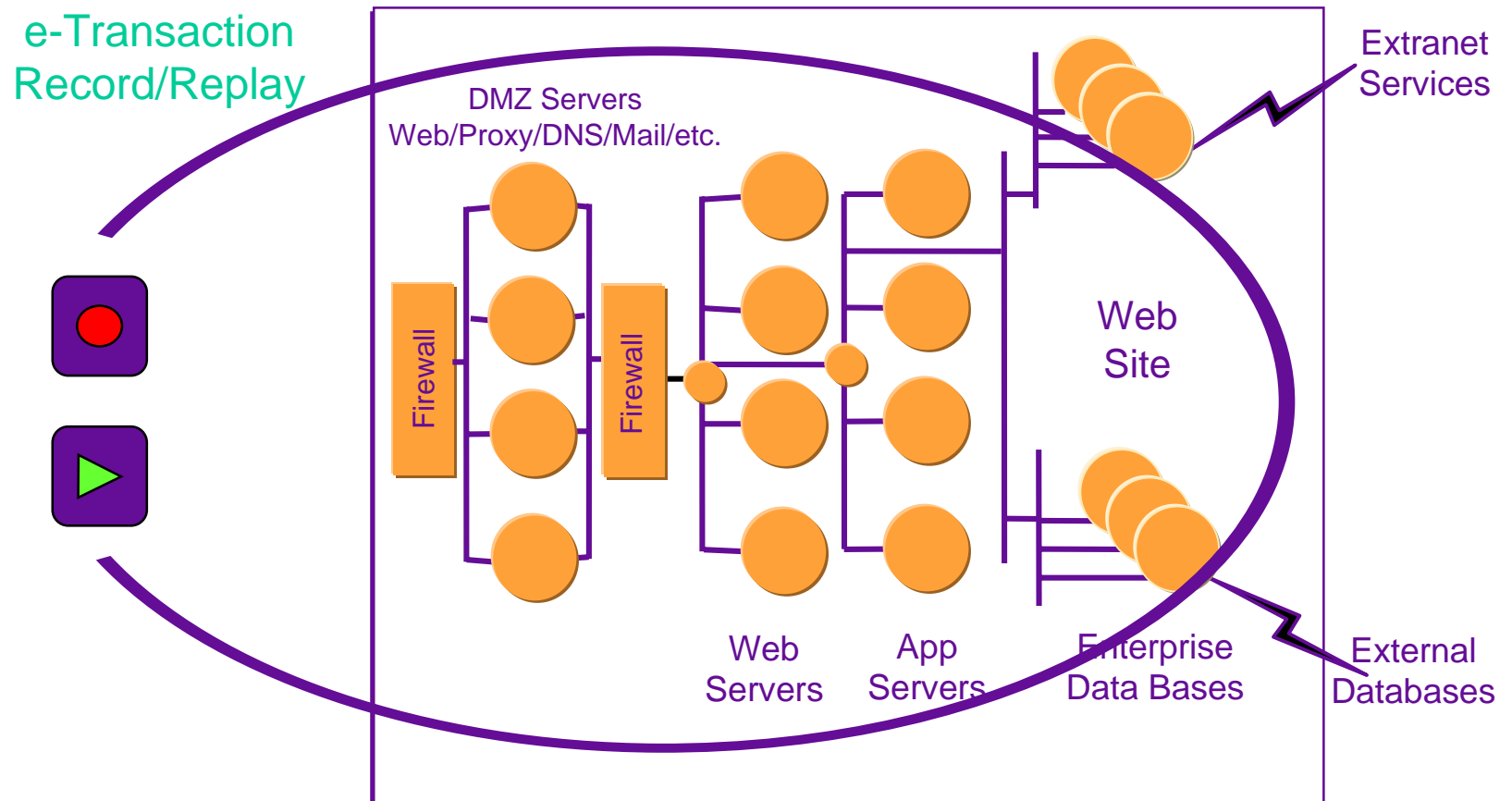
- They are built to solve for up/down -- important for IT internal infrastructures
 - Availability is binary (black or white)



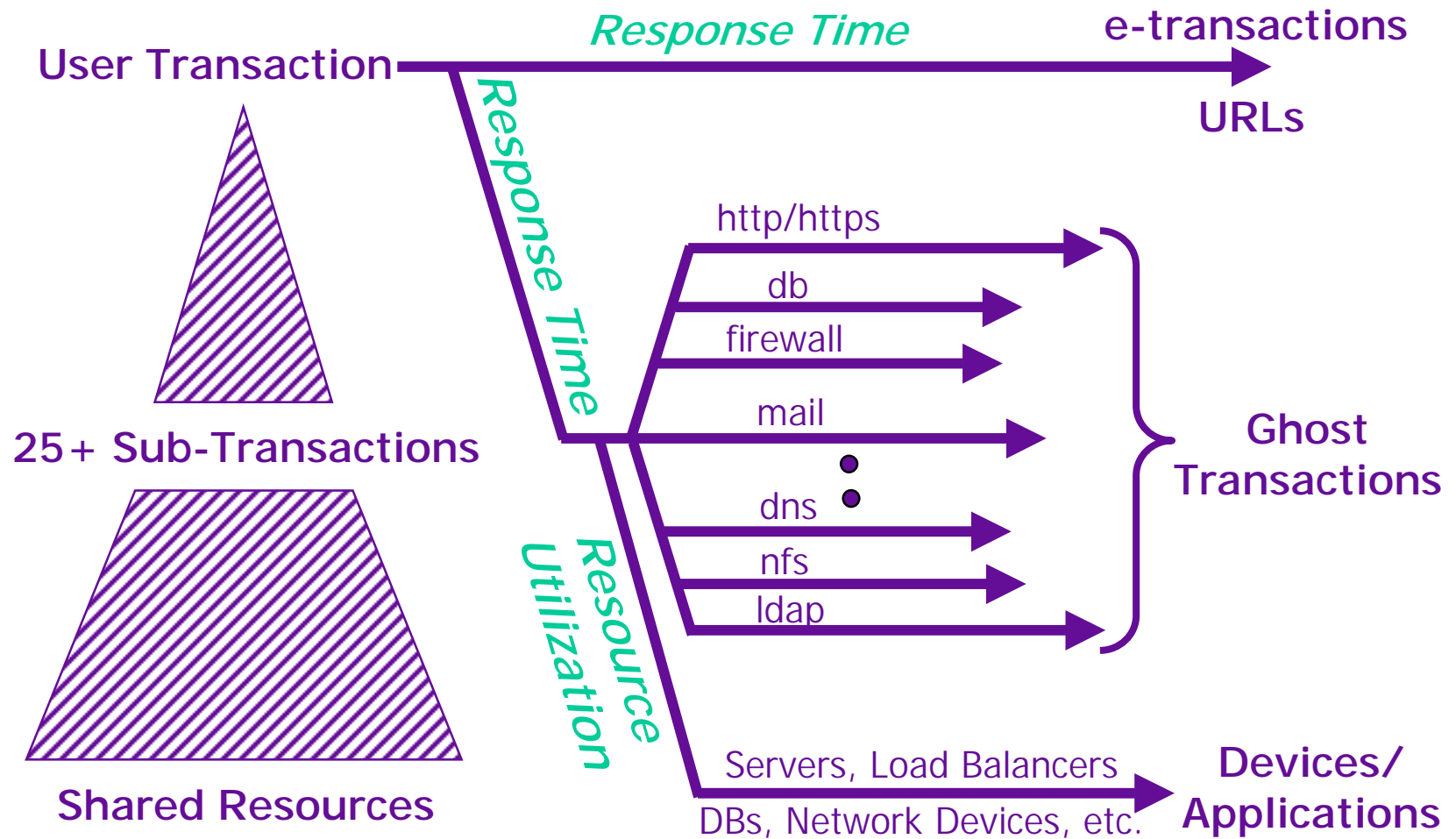
- For Web based applications and online businesses “speed” or response time as well as availability is critical for a competitive advantage
 - “Speed” is shades of gray



Web-Centric Focus on Transactions NOT Devices

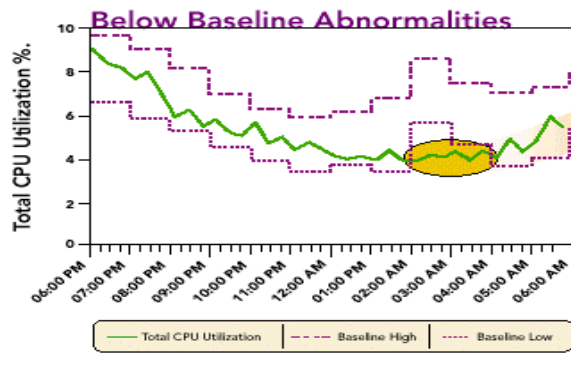
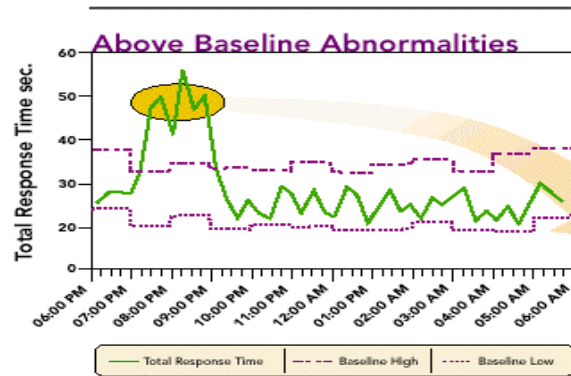


Coverage Must Include Every Aspect of an e-Transaction



Statistical Analytics Establish Normal Operating Range

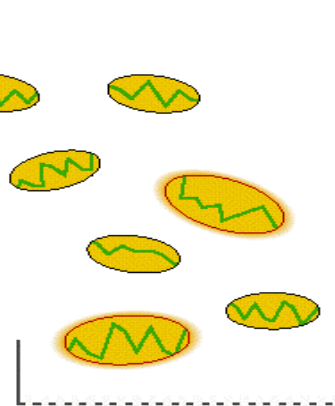
- Automatic learning



Every variable by

- hour of day
- day of week

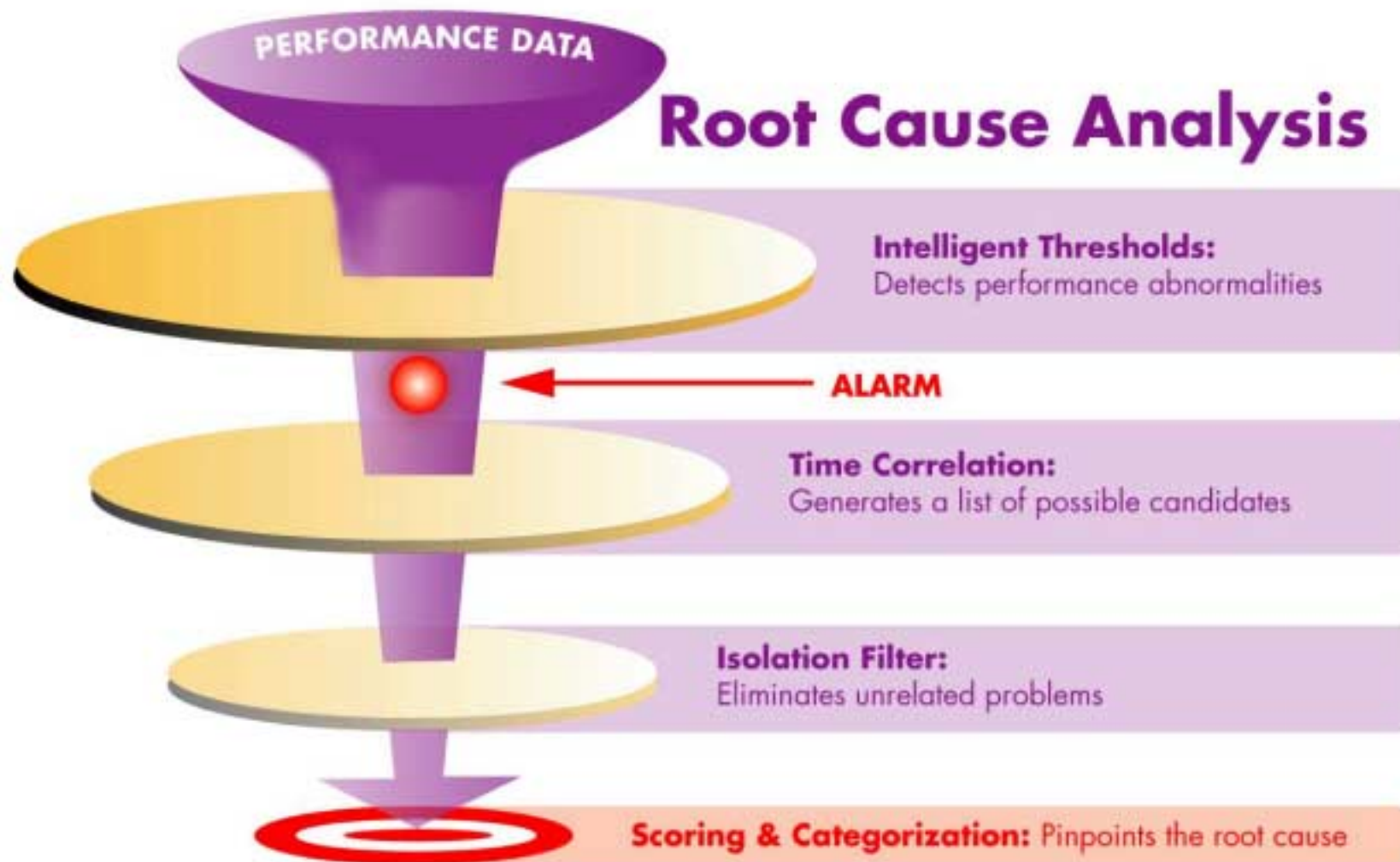
Abnormalities



Abnormalities Filtered

- Automatic real time statistical filtering – Normal versus Abnormal

Filters and Domain Knowledge to Isolate Root Cause of Performance Problem



Performance Root Cause Solution

- The “GoTo” solution when performance degrades
- Immediate focus on problem area
 - Automate actions
 - Advise next steps
 - Mobilize appropriate experts
 - Provide automated connection to additional tools
- Eliminate “finger-pointing”

Integration Enterprise Console for Root Cause Identification

- Keynote Enterprise Perspective
 - Keynote response time data triggers alarm in CA Unicenter
 - Click on alarm icon to see the Keynote data, or
 - Choose for Root Cause – get the ProactiveNet Root Cause Console
- Any Enterprise Console can pass string that contains alarm context
 - ProactiveNet is enabled to serves as the Root Cause Console.

Web-Centric Solutions Manage for Transaction Speed

Traditional Solution

Web-Centric Solution

Traditional IT,
Up/down Focus



Online Business,
Up/down **AND SPEED**

Vertical, Stove piped,
Multiple Consoles



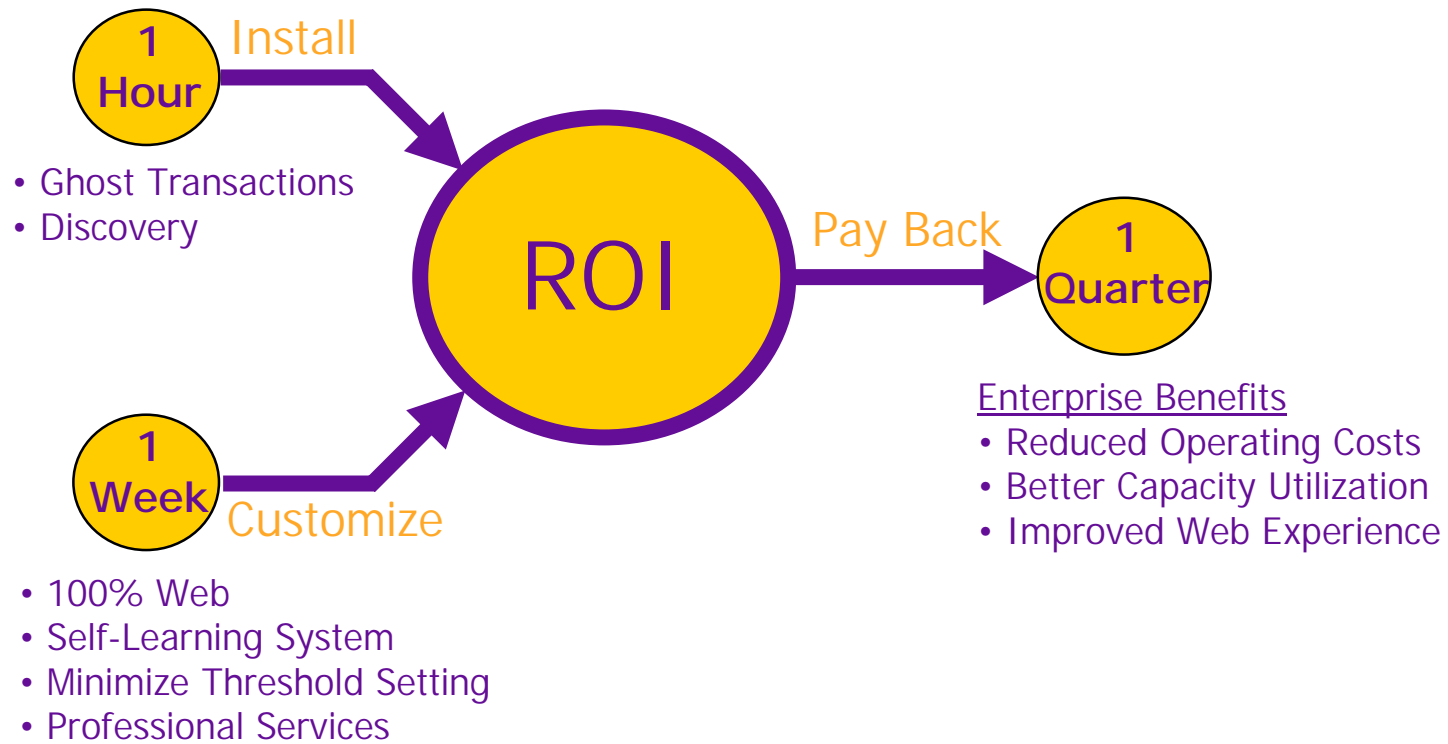
Horizontal, Transaction
Centric, Single Console

Heavy Footprint,
Complex Install



Light Footprint,
Simple Install

Rapid ROI



Return on Investment

- At eBay:
 - Two junior admin-level staff took only two weeks before ProactiveNet was managing their entire infrastructure.
 - Infrastructure grew by over 50%, Ops staff was unchanged, translating into a savings of over \$1,000,000 annually.
- At eGain:
 - Staff reduction from 40 – 24
 - Eliminated “Hard Reboot”
 - Catch DB corruption immediately
 - Able to shift majority of Operations Team of hosted services to India



Root Cause Example



[Alarm Summary](#)

[Custom Graphs](#)

[Health Reports](#)

[Agent Status](#)

Views [Add](#)

[Application/Database](#)

[Business Metrics](#)

[Infrastructure Cap](#)

[Server Performance](#)

[Website Response](#)

[Options](#)

[Log Out](#)

[ProactiveNet Support](#)

[About ProactiveNet](#)

Group Matrix **Device Matrix** **Service Matrix** **All Alarms**

Group Name **Database** **Directory** **Services** **IP** **Mail** **Network** **Security** **System** **Web** **Other** **Show Monitors**

Group Name	Database	Directory	Services	IP	Mail	Network	Security	System	Web	Other	Show Monitors
CorporateWeb	●	●	●	●	●	●	●	●	⚠	●	Monitors
ProactiveSystem	●	●	●	●	●	●	●	●	●	●	Monitors
eSearch	●	●	●	●	●	●	●	⚠	●	●	Monitors

[Application/Database](#)
[Business Metrics](#)
[Infrastructure Cap](#)
[Server Performance](#)
[Website Response](#)

[Options](#)
[Log Out](#)

[ProactiveNet Support](#)
[About ProactiveNet](#)



[Alarm Summary](#)

[Custom Graphs](#)

[Health Reports](#)

[Agent Status](#)

[Views](#)

[Application/Database](#)

[Business Metrics](#)

[Infrastructure Cap](#)

[Server Performance](#)

[Website Response](#)

[Options](#)

[Log Out](#)

[ProactiveNet Support](#)

[About ProactiveNet](#)

Status Severity Acknowledgement Time

Filter By

Open Alarms for Group CorporateWeb and Service Web

Time

06/12/01	www.somesite.com		Open	Web Transaction Total Response Time	None	<input type="checkbox"/>
01:00 PM	Home Page - Corporate			was above 40 seconds for the past 10 minutes		
PDT						

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[Alarm Summary](#)

[Custom Graphs](#)

[Health Reports](#)

[Agent Status](#)

[Views](#)

[Application/Database](#)

[Business Metrics](#)

[Infrastructure Cap](#)

[Server Performance](#)

[Website Response](#)

[Options](#)


[Log Out](#)

[ProactiveNet Support](#)

[About ProactiveNet](#)

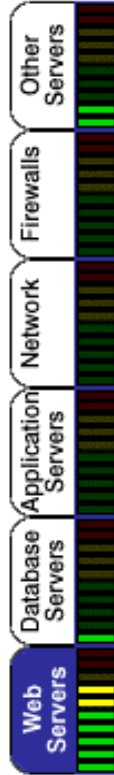
Alarm

Time **▼** Device Info Severity Status Description Owner Ack Tools

06/12/01 [www.somesite.com](#)  [Open](#) Web Transaction Total Response Time *None* **—Select One—**




01:00 PM Home Page - was above 40 seconds for the past 10 minutes

PDT Corporate



3 of 3 Open Events between 06/12/01 12:40 PM PDT and 06/12/01 01:05 PM PDT

Graph Time Open Device Name Device Info Severity Description Score

<input checked="" type="checkbox"/>	06/12/01 12:45 PM PDT	www.somesite.com	Corporate Web Server	Abnormal	Above normal Real Memory Used 4 of 4 values in last 20 minutes out of normal (34-41) range.	 66%
<input type="checkbox"/>	06/12/01 12:40 PM PDT	www.somesite.com	Home Page - Corporate	Abnormal	Above normal Web URL Availability 6 of 6 values for 30 minutes out of normal (0.000 - 43%) range. Ab=NEGLIGIBLE Avg=100 Last=100.	 13%
<input type="checkbox"/>	06/12/01 12:40 PM PDT	www.somesite.com	Home Page - Globix	Abnormal	Above normal Web URL Total Connect Time 7 of 7 values for 30 minutes out of normal	 13%

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Views

[Application/Database](#)

[Business Metrics](#)

[Infrastructure Cap](#)

[Server Performance](#)

[Website Response](#)

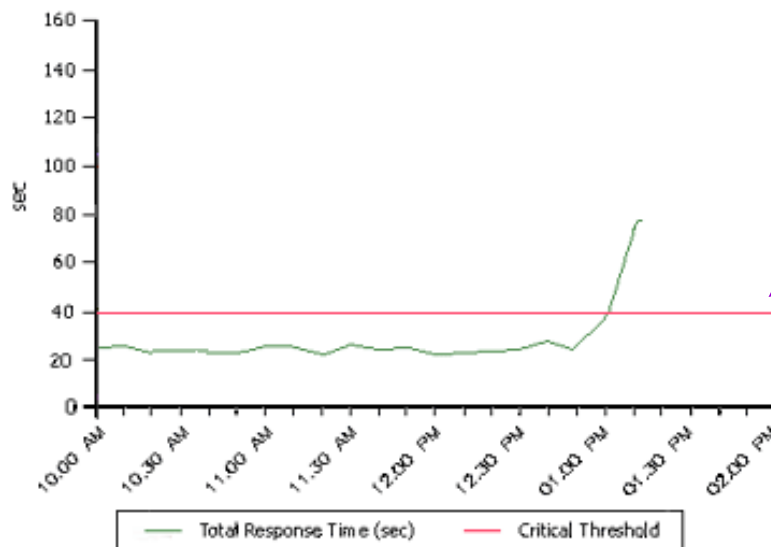
Options

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ProactiveNet Support

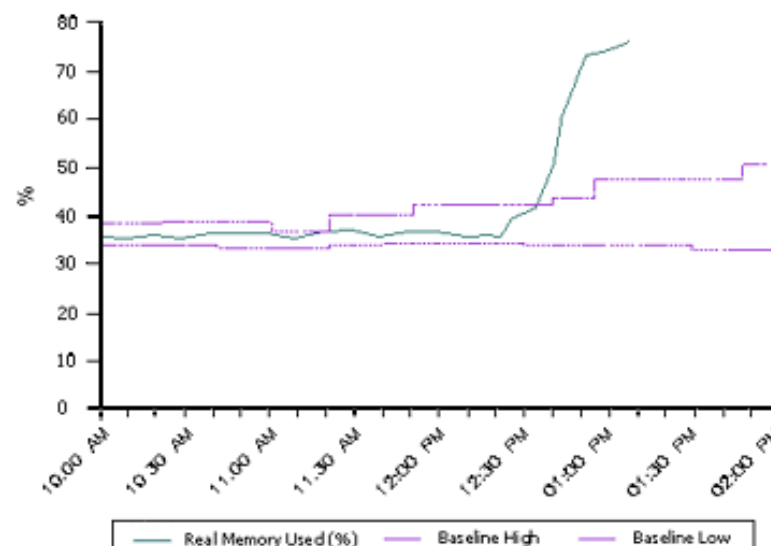
About ProactiveNet

Tuesday 06/12/2001 10:00AM - 02:00 PM PDT



Alarm Threshold

Tue Jun 12 01:05 PM PDT 2001
[www.somesite.com/home_page - Corporate](http://www.somesite.com/home_page_Corporate)
 Web Transaction Total Response time was above 40 seconds for the past 10 minutes



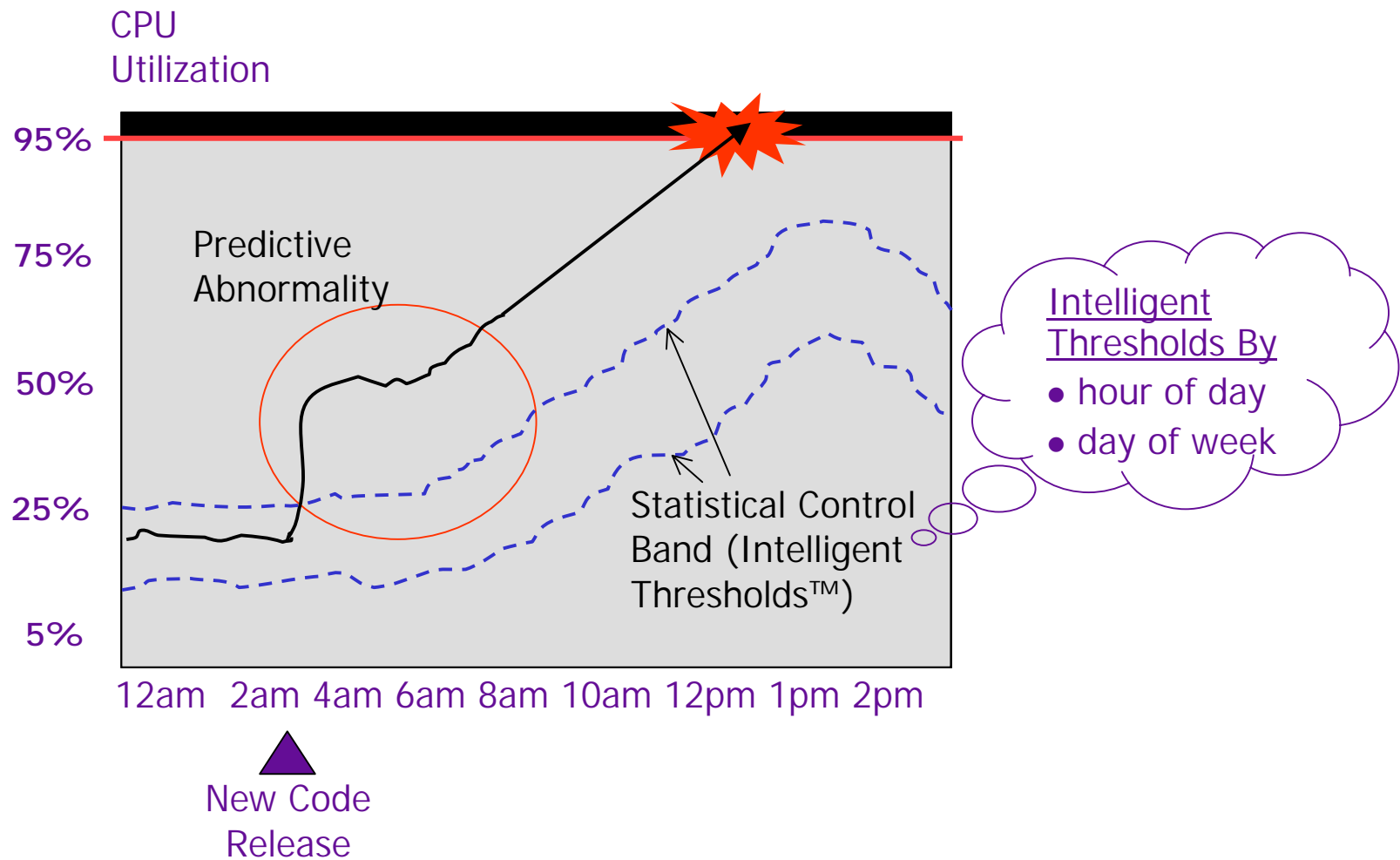
Intelligent Thresholds™

Tue Jun 12 01:05 PM PDT 2001
www.somesite.com/Coporate Web Server
 Above Real Memory Used 4 of 4 values in the last 20 minuted out of normal range



Production Acceptance Challenge

Statistical Self Learning Approach Focuses on Speed and Root Cause



Testing Lowers Risk for Production, But . . .

