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NetGain APM
(Application Performance Management)

Organizations often struggle to understand the performance of their applications. This has been made even more challenging with the increasing complexity of the application environment – parts of an application and its data could be in the cloud while parts could be spread across the organization's various data centers, and the application itself could be accessed through the corporate network or through the Internet from anywhere in the world. Which of course means that the performance of the same application could be vastly different for different people depending on where, when and how they access the application.

Application Performance Management (APM) provides organizations with insights into how their applications are performing, allowing them to better manage their employee and customer end-user experience and create better digital experiences. By identifying bottlenecks and resource constraints, APM enables organizations to allocate the appropriate type and amount of computing resources to their enterprise applications to optimize their performance, improve application reliability and maintain SLAs. With a measured and targeted use of computing resources, organizations will also enjoy a reduced total cost of ownership (TCO).

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NETGAIN APM

NetGain APM provides real-time monitoring of an organization's key business applications. Its APM agents are deployed in application servers to collect and send performance data to the Netgain APM server for processing, which then displays the application performance in an easy to understand format on a Graphical User Interface (GUI).

While NetGain APM can be used as a stand-alone solution, it is integrated with NetGain EM (Enterprise Manager) and NetGain SIEM as part of NetGain's IT Monitoring and Security Management soutions. This provides you with not just visibility into the performance of your applications, but all aspects of your IT infrastructure with a common set of alarms, notifications, analytics, customized dashboards and query and reporting tools from the same easy-to-use GUI. And by using NetGain CVS (Cloud Vista Suite), you can monitor and manage the performance of your applications across multiple geographies in physical, cloud and hybrid networks.
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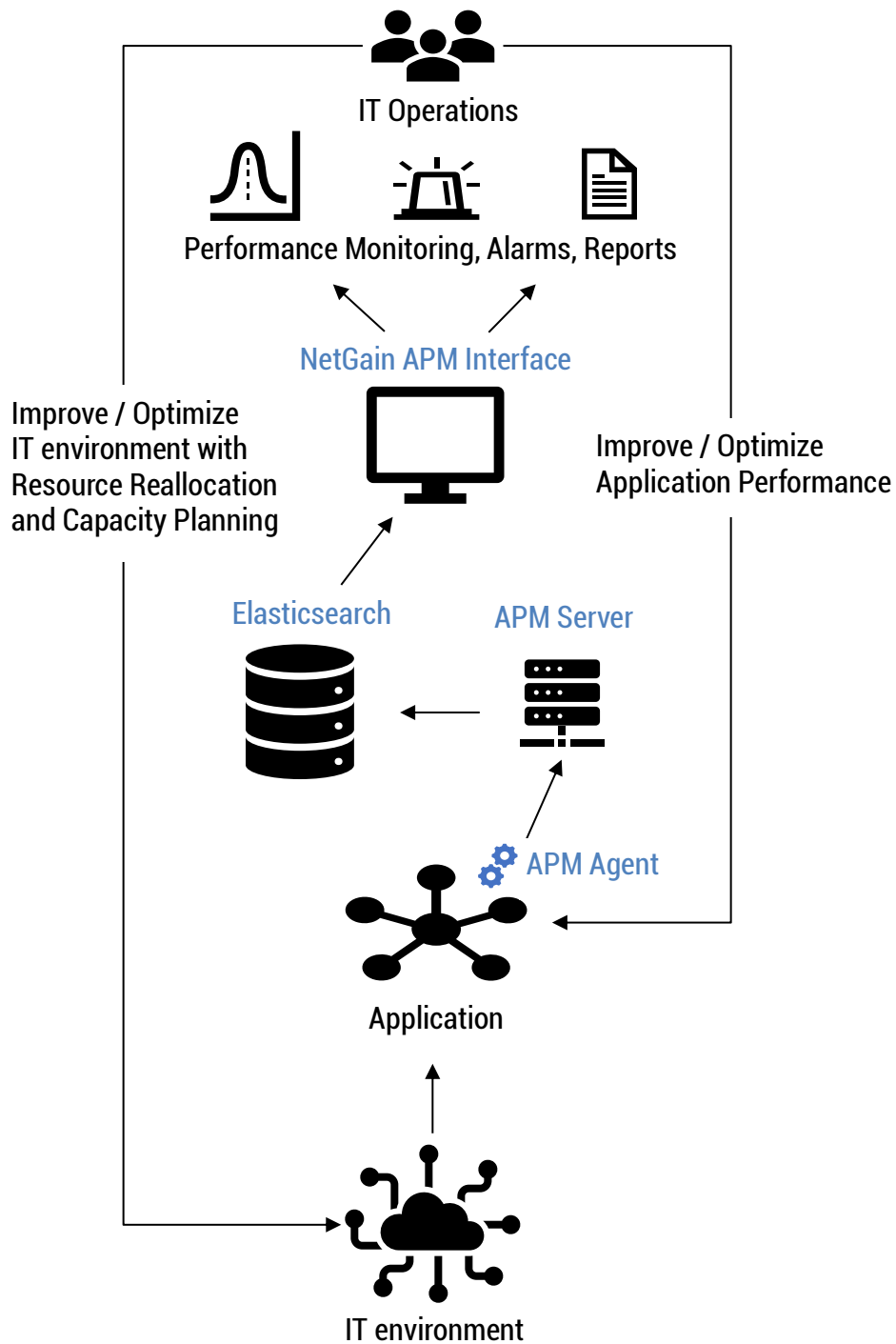Maximize uptime. Develop insights. Provide answers.

HOW IT WORKS

NetGain APM is built primarily around the Elastic APM. There are 4 main components:

- **APM agent** is a small piece of code that collects the performance data of applications in the application server. It is installed like any other library and written in the same language used by the application. Currently supported languages include node.js, .Net, python, ruby and JAVA. The APM agent is started with a startup parameter, and sends collected application performance data to the APM server.

- **APM server** is an application that processes application performance data sent by the APM agents before storing such data in an Elasticsearch database.

- **Elasticsearch** is a highly scalable open source database and full-text search and analysis engine. It stores the application performance data and APM performance metrics, and provides for near real time search and analysis of large amounts of data.

- **NetGain APM Interface** is the application users work with to see and manage the NetGain APM solution. It interacts with Elasticsearch to present APM metrics and the status of running applications in visual dashboards. Users can also create and generate reports, as well as set performance thresholds whereby alarms and notifications would be triggered should these be crossed.

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IT Operations

Performance Monitoring, Alarms, Reports

NetGain APM Interface

Improve / Optimize
IT environment with
Resource Reallocation
and Capacity Planning

Improve / Optimize
Application Performance

Elasticsearch

APM Server

APM Agent

Application

IT environment
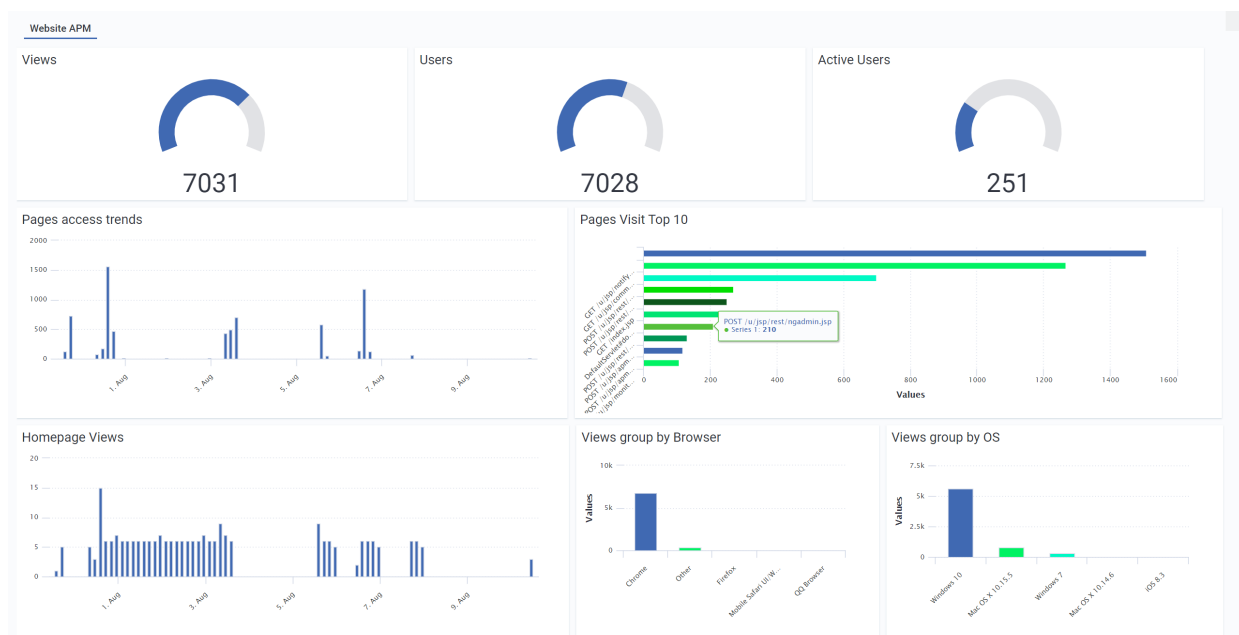
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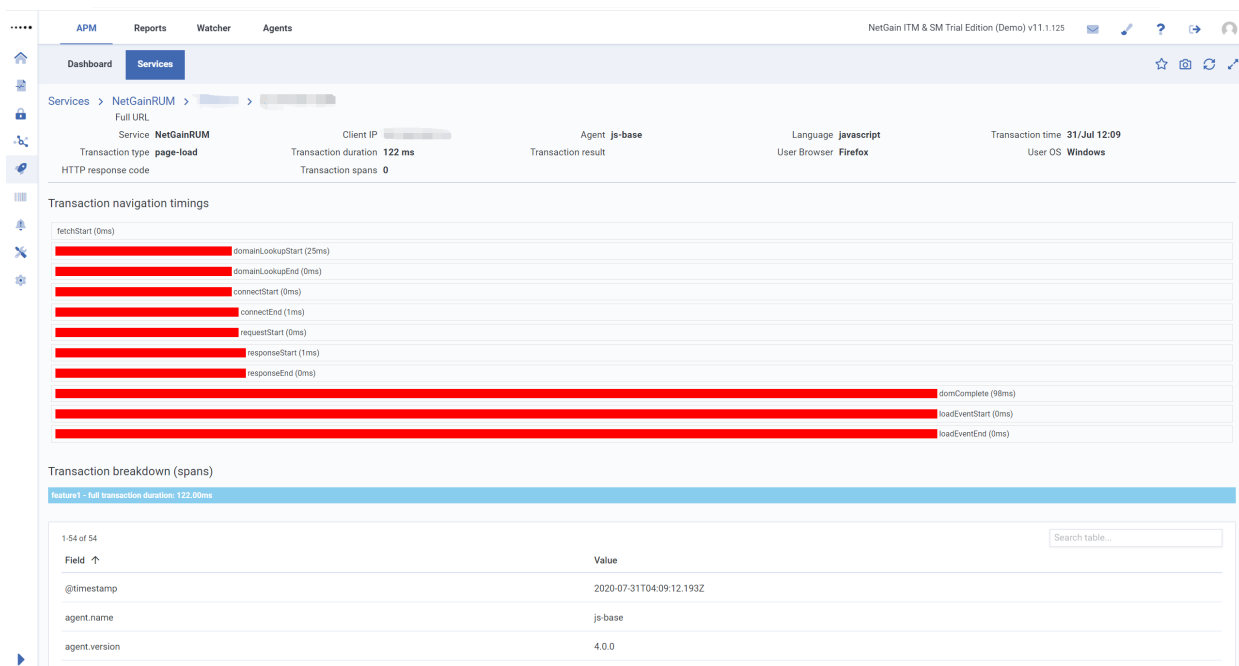# KEY FEATURES

Application Performance Monitoring

NetGain APM collects the performance data of key applications in real-time to ensure that applications are performing as expected and have the right IT resources to perform optimally. Its powerful search capabilities lets users easily check how specific applications are and were performing should anyone complain about their performance. Alarms will also be generated should performance levels fall below preset threshold levels for users to investigate and take pro-active action.

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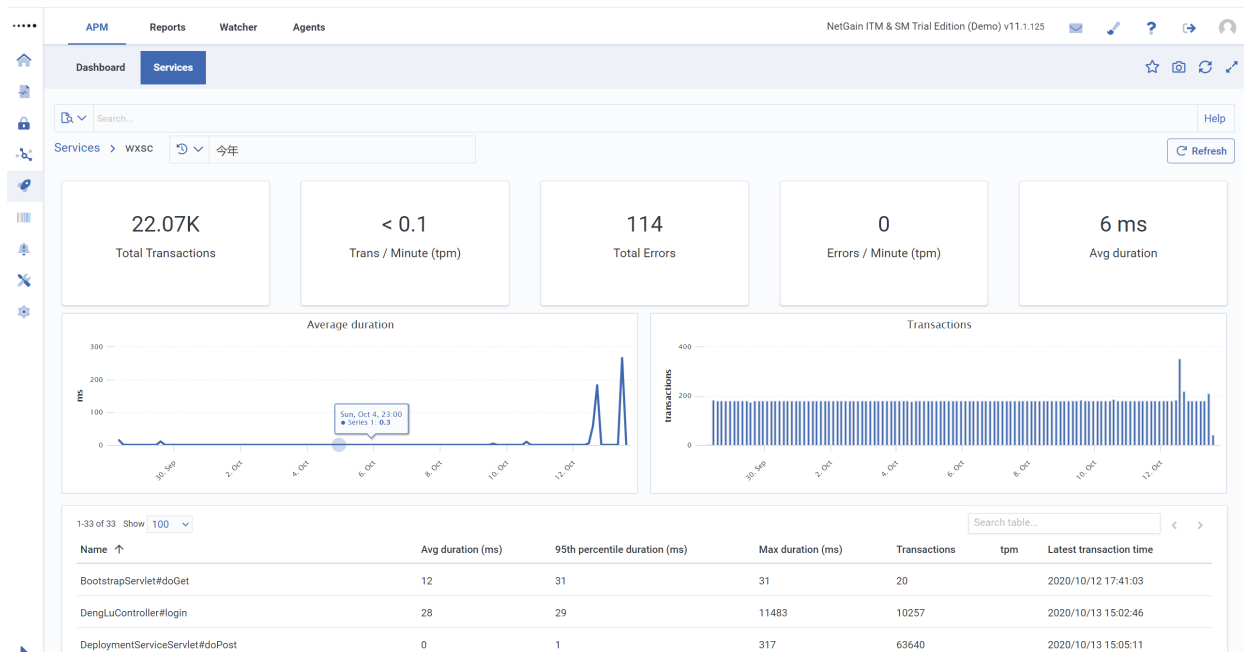
KEY FEATURES

End-user Performance Analysis

NetGain APM measures the actual application performance as experienced by the end user. It collects the full end-to-end performance data, starting from the browser to the middleware server to the database, and any other IT resource used in between. By measuring the performance data and determining the response time and resource utilization at each stage of the application usage, a detailed performance analysis can be done to identify problem areas and how the application performance can be improved.

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KEY FEATURES

Application and IT System Performance Optimization

NetGain APM optimizes not just application performance but the entire IT system. As it provides a detailed analysis of application performance, the different parts of the IT infrastructure such as middleware, servers, databases and network elements can be made to execute more efficiently, leading to the eventual optimization of the entire IT infrastructure.

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KEY BENEFITS

1

Ensured Business Continuity

- The NetGain GUI allows you to easily visualize the performance of your applications. Its customizable dashboards enable you to keep a close watch on the specific performance indicators of your key applications at a glance. You would thus be able to quickly and accurately identify which of your key business applications are facing a performance issue, the parts affected and the potential causes of the issue, and take effective steps to resolve the issue.
- You will also receive alarms and notifications whenever your key business applications cross your preset performance thresholds so that you can proactively investigate and resolve any performance issues before they impact the business.
- By tracking performance statistics as well as crashes and failures, you will be able to identify potential risk areas and plan ahead to ensure sufficient resources for peak events and periods, so that business applications continue to be available during such periods.

2

Lowered Total Cost of Ownership (TCO)

- As APM enables you to allocate the right type and amount of computing resources to your enterprise applications, you will be able to optimize the use of your IT resources. You no longer need to waste money by blindly spending on more IT resources to try to improve performance but will now be able to use your IT resources judiciously and optimally, thus lowering the TCO of your IT system.

3

Simplified Operations

- NetGain APM is easy to install and deploy, while its customizable GUI with application performance reporting help simplify operations.
- NetGain APM can also be used in conjunction with NetGain EM and NetGain SIEM to provide you with a unified view of your IT Monitoring and Security Management in a single pane of glass. This simplifies the monitoring and management of your entire IT environment, covering Infrastructure, Applications and Security, as these would all be accessed from the same NetGain GUI.

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ABOUT NETGAIN SYSTEMS

Founded in 2002, NetGain Systems is a pioneer in the IT monitoring business and has established local teams throughout the Asia Pacific Region, including Australia, China and Singapore.

Regardless of location, type, size, or complexity, our solutions give customers the power to monitor their IT services, infrastructure, applications and devices with ease, all from a single management dashboard, so you can maximize uptime and achieve IT excellence.

By understanding that every organization's IT environment is different, NetGain's dynamic solutions are designed to be uniquely adaptable, fitting the unique demands of your operating environment and evolving with your growing organization.

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