

OpsDataStore and Dynatrace AppMon

Protecting Revenue, Customer Retention, and Company Reputation

Critical business applications provide the primary way your company interacts with your customers, prospects, suppliers, partners, and employees. As fundamental business processes transform to software interactions – the criticality of application performance increases.

The Performance Imperative

Performance, defined as end user experience or response time and the amount of required work completed, requires application owners to understand performance at every point of the software and hardware stack. All business transactions must have the appropriate underlying IT infrastructure allocated to execute in a timely fashion. When an application has to wait on a resource in order to complete the transaction, response time and throughput (the amount of work accomplished) suffer. Two critical requirements are needed to address performance:

- Full insight into the performance of business application across the Application/Dev-Ops life-cycle. This is “table stakes” and is addressed by Dynatrace AppMon-instrumented applications.
- Extensive end-to-end way to visualize and analyze the performance of the application and the IT infrastructure supporting those applications and transactions, including all sources of resource-demand.

The Application Performance Visibility Gap

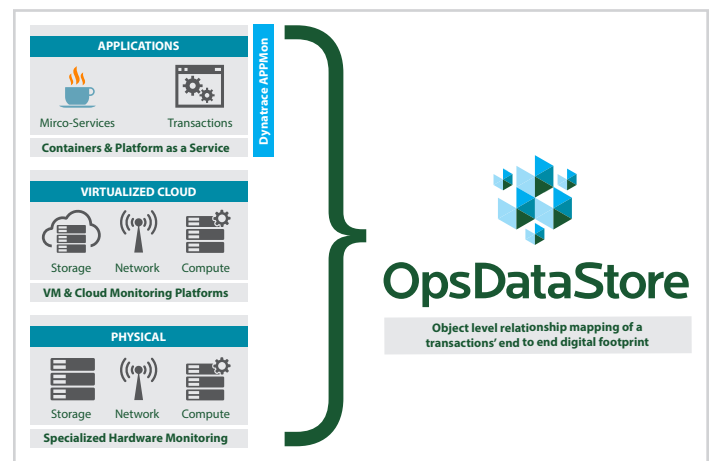
Gaps in either of the requirements listed above are highly detrimental to application performance and reliability. AppMon delivers outstanding visibility into each transaction across the tiers that comprise your applications. It also gives a detailed understanding of the performance (response time) and throughput (number of transactions per second) of each of your transactions across those tiers. But today, transactions run in very dynamic and virtualized environments and your applications share resources with other workloads that are not always monitored by Dynatrace AppMon. To address this challenge and to remove your visibility gap, you need an end-to-end way to visualize the performance of the underlying physical host, network and storage layers.

OpsDataStore – End-to-End Performance Analysis of the Entire Stack

In a typical “stack” at a large enterprise, the infrastructure is virtualized across the compute, networking, and storage layers. To improve troubleshooting ability and to remove visibility gaps, you must monitor the entire hardware and software stack that supports each transaction.

How do you monitor an application stack that dynamically shifts workloads to form new relationships with the underlying infrastructure?

It appears that the same functionality that promises improved host and application performance causes an unintended consequence of making your monitoring nearly impossible unless you have a monitoring platform that can map your “stack” in real-time.

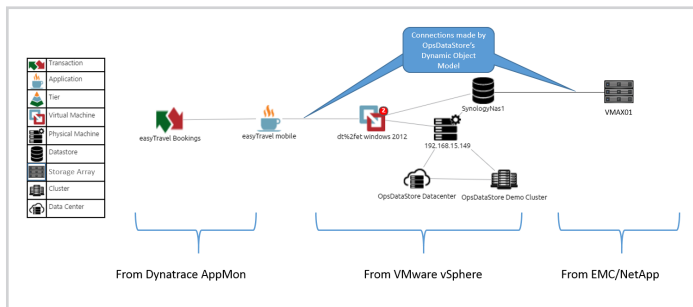


OpsDataStore collects metrics across the entire transaction

To complement the real time reporting and analytics already provided in Tableau, OpsDataStore customers can also build their own real time analytics in other BI tools like Tableau, Qlik, PowerBI, SAS, etc.

Visualizing the End-to-End Relationships

In addition to storing the relationships in an easily accessible analytical datastore, OpsDataStore makes it easy to visualize any topology at any point in time. Below, the EasyTravel bookings transaction from the Dynatrace application has been selected. OpsDataStore automatically visualizes the entire topology from the VMware virtual and physical layers to the physical back end storage arrays from EMC and NetApp.



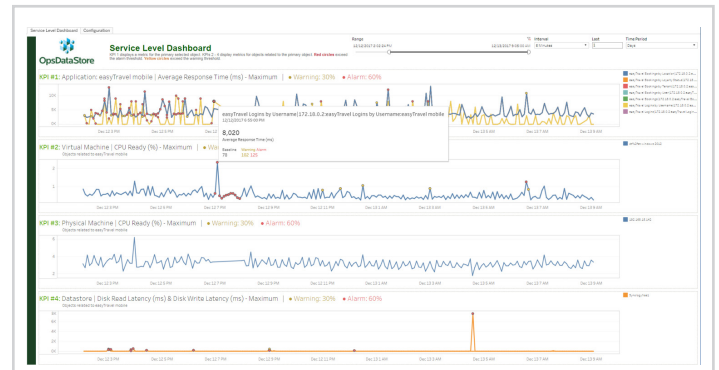
Dynatrace EasyTravel Transaction

Automatic Anomaly Detection and Visualization across the Stack

OpsDataStore calculates baselines over time across these related topologies. This enables easy to consume and highly informative visualizations like the Service Level Dashboard. This dashboard shows the response of the key transactions for the Easy Travel Mobile Application, and then automatically finds related virtual and physical infrastructure hosting those transactions.

Whenever one of the line graphs crosses its baseline a red dot depicts an alarm condition. Because OpsDataStore provides a complete view of your application stack and related infrastructure, business

and application owners can see for the first time a complete view of their application topology. Further, OpsDataStore provides trending and reporting on the key performance metrics you need to ensure reliability. OpsDataStore generates reports using Tableau which makes it easy to modify and share reports with team members.

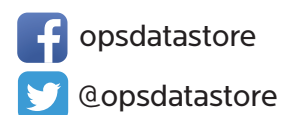


Dynamic Service Level Dashboard

- Imagine having a Service Level Dashboard that you can share with business teams to show how well your application performs.
- Imagine having the first integrated view of your application stack to improve troubleshooting.
- Imagine your ability to proactively spot problems before they cause a service interruption because you saw a red dot on the graph above and you took corrective action before your users were impacted.
- Imagine being able to safely “sweat” the infrastructure, save money, and be assured that business critical transactions are not being impacted.



sales@opsdatastore.com
www.opsdatastore.com



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