

Apdex Measurement Products Directory



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Introduction

The Apdex Alliance has compiled this directory to help its members identify and select application performance measurement tools. Information in the directory was gathered directly from the tool vendors. Neither the Apdex Alliance nor the compilers of this directory represent or vouch for the claims stated herein.

The Apdex Alliance thanks the solidarity of these 17 companies with the Alliance's mission:

The **mission** of the Apdex Alliance is to develop open standards that define standardized methods to report, benchmark, and track application performance.

The directory covers two distinct classes of measurement tools: those with built-in Apdex reporting capability, and those providing application response time measurement data that can be exported into a separate Apdex reporting module (e.g., spreadsheet, or custom software). We have clearly identified each vendor class by the following:

Apdex Report – generates Apdex reports within tool

Apdex Data – exports data to customer developed Apdex reports

The companies contributing to this directory include:

Apdex Report

Auditec
Compuware
Gomez
WildPackets
Xa Systems



Apdex Data

Akamai Technologies
AlertSite
Coradiant
Dot-Com Monitor
Ipanema Technologies
Keynote Systems
NetQoS
NetScout
Network General (NetScout)
Packeteer
SeaNet Technologies
Symphoniq

The companies are presented in the directory are in alphabetical order regardless of their Apdex class.

We hope you find the directory useful, and welcome your feedback for improving future editions.

Peter Sevcik
Executive Director, Apdex Alliance
peter@netforecast.com

What is Actually Measured

It is important to understand how tools measure performance. Tools can measure volume and/or time. Volume measurements are valuable for capacity planning. Time measurements capture elapsed times for specific transactional events. Time measurements are essential for Apdex calculations.

We asked vendors to identify the transactional events for which they measure elapsed time (response time) from the following definitions from the Apdex Technical Specification.

Process A multi-step series of user interactions (Task, see below) together with the corresponding user Think Times – that may (buy a book, look up an address, get a stock quote) or may not (no clear end) be well defined. Often called the “transaction” or “application use case.”

Task-Chain A defined sequence of Tasks. The Tasks comprising a Task-Chain may or may not correspond to a complete Process (as defined below). Furthermore, time of a Task-Chain corresponds to the sum of the Task times only, and does not include any user Think Time that may occur between Tasks.

Task Each user interaction with the application during a Process. Task time is measured from the moment the user enters an application query, command, function, etc., that requires a server response to the moment the user receives the response such that they can proceed with the application. Often called the “user wait time” or “application response time.”

Turn Each application client-server software interaction needed to generate a user response or Task (see above). These software-level client-server interactions add to the time it takes for the software to complete a Task. The user does not see Turns operating. A Turn is a client-server request-driven round-trip. Often called application “chattiness.”

Protocol The above Turns are further deconstructed into transport protocol events required to reliably move information among computers. These include DNS look-ups, TCP Opens, TCP transmission, TCP ACKs, retransmission, etc.

Packet The smallest unit of interaction and transmission between the user’s client and the application server is the packet. Packets are routed and transported by networks from source to destination.

Akamai Technologies



Akamai Technologies
8 Cambridge Center
Cambridge, MA
877-425-2624

Apdex Data – exports data to customer developed Apdex reports

Product name:

Site Analyzer (now generally available)
Stream Analyzer (now in beta)

Where the relevant data is found:

- Performance and Availability metrics of web pages (single-object and full html pages) - summary information and details by different components
- Performance and Quality metrics of WMS streams - summary information and details by different components
- Web services API's (available today internally, external availability planned), LDS (planned) and csv files (available today)

How the product measures application response time:

Synthetic agent in separate measurement machines (active agent)

Types of applications the tool measures:

- Web-Based (HTTP, HTML, Java Script)
- Secure Web-Based (HTTPS, HTML, Java Script)
- Web-Services (XML, SOAP)
- Streaming audio (MP3, WAV, Windows Media)
- Streaming video (MPEG, Avi, Windows Media)

What is measured:

- Task
- Protocol
- Packet

Product benefits:

Useful as a diagnostics tool. Intuitive user interface makes it very easy to use

Technical point of contact:

Deepak Ventakanarasimhan
dvenkata@akamai.com

How to buy the product:

Contact Akamai Sales
Also, please list the following link for Akamai sales:
http://www.akamai.com/html/forms/sales_form.html

AlertSite

AlertSite, Inc.
4611 Johnson Road, Suite 6
Coconut Creek, FL 33073
954-312-0188

Apdex Data – exports data to customer developed Apdex reports

Product name:

DejaClick - generates transaction scripts which are then used for performance monitoring, generating metrics that can be used by Apdex. AlertSite has a fully featured Console Manager which provides queries, alerts, service level management, reports, and graphics based on DejaClick monitoring information. All of the features an organization needs to manage performance including escalation policies, black out periods, exports to Enterprise Management Systems are available in an easy to use format.

Where the relevant data is found:

Data is available via alerts, database queries, web based access, historical archives, and analytical tools. Performance data can be exported in numerous formats including .csv, .tsv, .xml, .html. Data can be archived for later access or transmitted on scheduled basis.

How the product measures application response time:

Synthetic agent in separate measurement machines (active agent)
Aggregate flow measurements of many users in network (router or probe)

Types of applications the tool measures:

Web-Based (HTTP, HTML, Java Script)
Secure Web-Based (HTTPS, HTML, Java Script)
Web-Services (XML, SOAP)
AJAX (Asynchronous JavaScript and XML)
Streaming audio (MP3, WAV, Windows Media, Real, AIFF)
Streaming video (Flash, MPEG, Avi, QuickTime, Windows Media, Real)

What is measured:

Process
Task-Chain
Task
Protocol
Packet

Product benefits:

The performance monitoring product runs inside the browser so monitoring metrics reflect the actual experience of an End User viewing a website through a browser. Scripts are generated as a by-product of navigating the web site. Therefore non technical users can generate monitoring scripts and can edit scripts on the fly. Playback is rendered inside the browser so script behavior can be observed precisely as seen by the End User. Revised scripts can be activated immediately by the Customer. The transaction scripts are monitored from approximately 40 locations around the world.

- Key word specification reduces false alarms by uniquely identifying content.

- Allows inclusion or exclusion of user think time, cookies, certifications, logins, and other page parameters

- Proprietary matching algorithms rate the likelihood of correct page object identification.

- Auto suggest during recording pre-validates keywords based on elements in the page.

- Product automatically detects and adjusts for dynamic features in Rich Internet applications.

- Accommodates cascading menus that are dynamically generated in real time.

- Adjusts for elements on the page that never complete such as price tickers (keeps channel open)

Technical point of contact:

Jim Chard, VP Business Development

jchard@alertsite.com

954.312.0188 ext 239

How to buy the product:

This hosted service can be trialed for free for 30 days and purchased over the Internet at www.alertsite.com

Auditec

AUDITEC S.A.
8, rue du Helder
75009 Paris
FRANCE
Telephone +33 (0)1 53 24 66 66
Fax +33 (0)1 53 24 66 67

Apdex Report – generates Apdex reports within tool

Product name:

Newtest

Where the relevant data is found:

Dashboard View: User Satisfaction

How the product measures application response time:

Synthetic Agent in desktop or separate machine

Types of applications the tool measures:

Any application running on a Windows workstation, or application running on a mobile handset (SMS, MMS, etc), or interactive voice response (IVR) application

What is measured:

Task
Task Chain

Product benefits:

Supports any kind of application, very easy to model the application and define the script, fast measurement deployment.

Technical point of contact:

Dan Jayes
daniel.jayes@auditec-newtest.com

How to buy the product:

sales@auditec-newtest.com
tel : +33 1 53 24 66 66

Compuware

Compuware Corporation
One Campus Martius
Detroit, MI 48226
313-227-7300

Apdex Report – generates Apdex reports within tool

Users can request and see Apdex reports directly within the product.
Compuware's Vantage solution provides both metric collection and Apdex reporting.

Product name:

Vantage Advanced Web Diagnostics (part of Vantage's End User Experience Monitoring)

Where the relevant data is found:

Vantage Advance Web Diagnostics' Apdex reporting tab

How the product measures application response time:

Synthetic agent in separate measurement machines (active agent)

(Vantage uses synthetic agents as one of several mechanisms for collecting end user experience data. Currently, Apdex reporting is available for measurements collected from real user flow using a passive probe technology.)

Individual real user flow measurement on network (passive probe)

(Apdex reporting is standard with Vantage Advance Web Diagnostics Server for End User Experience monitoring.)

Types of applications the tool measures:

Proprietary client-server (e.g., traditional Oracle, SAP)

(Vantage supports Apdex monitoring for Oracle Forms applications.)

Web-Based (HTTP, HTML, Java Script)

(Vantage supports Apdex monitoring for web-based applications.)

Secure Web-Based (HTTPS, HTML, Java Script)

(Vantage supports Apdex monitoring for secure web-based applications.)

Web-Services (XML, SOAP)

(Vantage collects these measurements. Apdex support is planned in an upcoming release.)

AJAX (Asynchronous JavaScript and XML)

(Apdex support is planned in an upcoming release.)

What is measured:

Process

Task-Chain

Task

Protocol

(NOTE: Vantage measures all of the above but only uses Task measurements to generate Apdex reports.)

Product benefits:

Vantage provides a complete End-to-End performance management solution that provides a true picture of service from the end user perspective starting with End User Experience and End User Satisfaction (Apdex) monitoring. Not only can users identify user problems, but they have the ability to quickly identify the cause of the problem with Vantage's integrated Application Analytics that pinpoint network, server, application, middleware and database issues that can cause poor performance. And with Vantage's BSM (Business Service Management) capabilities, IT can manage service quality from a business perspective, align IT priorities with business impact, improve SLA compliance and maximize operational effectiveness.

Technical point of contact:

Rich Bentley, Director of Marketing
313-227-7300

How to buy the product:

Rich Bentley, Director of Marketing
313-227-7300

Coradiant

Coradiant, Inc.
12840 Danielson Court
Poway, CA 92064-8856
858-386-5601

Apdex Data – exports data to customer developed Apdex reports

Product name:

TrueSight™ User Performance Management

Where the relevant data is found:

TrueSight captures all user transactions in real-time and makes this data available in many different ways. For example, it provides rich, detailed Performance Compliance reports that can be generated on demand or exported from the system via scheduled emails. In addition to this, TrueSight has programmatic APIs that provide real-time data streams or batch data exports in formats that are suitable for integration with 3rd party products or custom solutions. Some of the relevant data includes:

- Host latency
- Network latency
- End-to-end latency
- SSL latency
- Page redirect latency
- Page idle time
- Session think time
- Average TCP roundtrip time
- Availability Errors

TrueSight provides all of the data required to generate accurate and real-time Apdex reporting for Web applications.

How the product measures application response time:

Individual real user flow measurement on network (passive probe)

Types of applications the tool measures:

- Web-Based (HTTP, HTML, Java Script)
- Secure Web-Based (HTTPS, HTML, Java Script)
- AJAX (Asynchronous JavaScript and XML)

What is measured:

- Process
- Task-Chain
- Task
- Turn
- Protocol
- Packet

Product benefits:

Coradiant, Inc. is the leading provider of equipment used to manage, optimize and troubleshoot web applications. Coradiant's award-winning TrueSight™ product is a turnkey hardware device that transparently captures, collects and securely stores 100% of real-user web activity. Real-user data, combined with advanced tools and visualizations, enable IT to effectively manage web operations.

TrueSight provides visibility to every transaction of every user. TrueSight easily turns detailed web transaction data into clear reports and intuitive dashboards that the entire organization can use. The result is a comprehensive, business-relevant view of online health and user experience.

TrueSight offers a number of advantages. TrueSight is a turnkey solution which can be fully deployed in minutes. TrueSight delivers results the same day that it's deployed, often providing entirely new insights into web operations. TrueSight is also fully transparent, requiring no client software agents or any changes to existing networks, code, or content.

TrueSight captures and securely stores every transaction of every user from every website visit. Data includes details on user availability, performance, and errors. TrueSight enables IT to replicate exactly what any user experienced in a given web visit. All information is stored locally, and securely. Industries such as finance or healthcare appreciate extended security features such as the available FIPS140-2 level 2 compliant key vault.

TrueSight is designed to be fully compatible with existing network infrastructure. For example, it provides a MIB that any SNMP-based solution can use to extract data. Web performance data is important across organizations. TrueSight shares web data with existing infrastructure management tools such as Enterprise Management Systems (EMS) and Business Intelligence (BI) Systems. Open Application Programming Interfaces (APIs) are also built into TrueSight.

Problems that Coradiant TrueSight Solves: Despite large investments in web monitoring tools, online problems continue to go undetected, causing dissatisfied users, annoyed employees, and tired out IT teams. Even when problems are known, it can take hours - even days - to determine the cause. By the time a complaint is escalated, almost no actual detailed data is available to determine the cause of the problem, gauge its severity, or understand the chain-of-events that lead to the problem. The result can be dissatisfied users, high costs, uncertain application management, unmet service levels, unforeseen user impact to internal changes, and best-guess capacity planning. Lack of visibility to the end user experience has serious repercussions.

Technical point of contact:

Alistair Croll
Alistair.croll@coradiant.com

How to buy the product:

sales@coradiant.com
781-810-4494

Dotcom-Monitor

Dotcom-Monitor, Inc.
1001 Twelve Oaks Center Dr, Ste 1022
Wayzata, MN 55391
888-880-3262

Apdex Data – exports data to customer developed Apdex reports

Product name:

Dotcom-Monitor

Where the relevant data is found:

Summary CSV format reports available weekly as row data and summary

How the product measures application response time:

Synthetic agent in separate measurement machines (active agent)

Types of applications the tool measures:

Web-Based (HTTP, HTML, Java Script)
Secure Web-Based (HTTPS, HTML, Java Script)
Web-Services (XML, SOAP)
AJAX (Asynchronous JavaScript and XML)
Multimedia (combination of several above on one user task)

What is measured:

Task-Chain
Task
Protocol

Product benefits:

N/A

Technical point of contact:

info@dotcom-monitor.com

How to buy the product:

www.dotcom-monitor.com

Gomez



Gomez Inc.
10 Maguire Road, Suite 330
Lexington, MA 02421-3110
Toll Free: 877.372.6732
781-778-2700
E-mail: answers@gomez.com

Apdex Report – generates Apdex reports within tool

Product name:

Actual Experience XF 1.1

Where the relevant data is found:

Satisfaction Index Feature: it can be found at the primary drilldown chart of the data points.

How the product measures application response time:

Individual real user flow measurement on desktop (passive agent)
Individual real user flow measurement on server (passive agent)

Types of applications the tool measures:

Web-Based (HTTP, HTML, Java Script)

What is measured:

Task

Product benefits:

As one of the first kind of products in the industry, Gomez Actual Experiences XF can provide best end-to-end through-put view for customers along with the XF platform. The platform provides Active monitoring, passive monitoring and Reality monitoring for our users. Gomez Actual Experience XF enables you to:

- Measure actual end-user's transactions from any browser
- See the impact of geography, ISP, browser size, and caching on customer experience
- Monitor satisfaction and abandonment as it relates to performance and capacity
- Understand the perceived performance of end users when the browser appears done
- Measure the efficiency of Web sites with Flash, Web Services and other Web 2.0 Technologies

Technical point of contact:

Yuan Chen [ycheng@gomez.com]

How to buy the product:

Contact: Allen Lieberman
Phone: 781-778-2765
Email: alieberman@gomez.com

Ipanema Technologies

Ipanema Technologies
28, rue de la Redoute
Fontenay Aux Roses, France
+33 1 55 52 15 00

Apdex Data – exports data to customer developed Apdex reports

Product name:

Ipanema System

Where the relevant data is found:

ip|boss (central software) and ip|export option

How the product measures application response time:

Individual real user flow measurement on network (passive probe)

Individual real user flow measurement in network (e.g., WAN optimization)

Types of applications the tool measures:

Process

Task-Chain

Task

Turn

Protocol

Packet

Packet level measurement is independent from the application and takes into account its nature (interactive, real-time or data-transfer). Turn level is measured only for TCP based applications. Task level is measured only for HTTP based applications.

Types of applications the tool measures:

Character-based (Terminal-Host)

Proprietary client-server (e.g., traditional Oracle, SAP)

Web-Based (HTTP, HTML, Java Script)

Secure Web-Based (HTTPS, HTML, Java Script)

Web-Services (XML, SOAP)

AJAX (Asynchronous JavaScript and XML)

Streaming audio (MP3, WAV, Windows Media, Real, AIFF)

Streaming video (Flash, MPEG, Avi, QuickTime, Windows Media, Real)

Multimedia (combination of several above on one user task)

What is measured:

Please note that on each of the metrics (or a combination) below we use a framework that is close to APDEX one, i.e. the use of a two threshold comparison model and computation of a numerical value between 0 and 10 (called the Application Quality Score).

In the version to come, we will have task level measurement (HTTP only) and the AQS will be directly equivalent to APDEX.

Task (Q1 2008: HTTP page load time – normalized HTTP page load time)
Turn (Q1 2008: TCP transaction (turn) time –normalized TCP turn time)
Protocol (TCP RTT – TCP retransmits. All protocols bandwidth per session.)
Packet (All protocols (UDP, TCP), one way delay, jitter, loss.)

Product benefits:

Traditional approach to WAN Optimization is centered on the notion of a box or a pair of boxes deployed in a few locations and serving the needs of a limited number of sites. Visibility features of those solutions, when it is available, provide a good illustration of the intrinsic limitations of such an approach. Traditional Visibility is based on the local collection and analysis of traffic information. Central software is used to assemble network wide information. But those tools are typically not real time at all and cannot be used to globally troubleshoot application performance.

Ipanema Business Network Optimization solution has been designed since the very beginning for global deployments on large networks. On top of local real-time Visibility, Ipanema is providing global real-time Visibility over the whole network. Application performance can be easily reported, monitored and troubleshoot globally thanks to a synchronized and real-time global collection of data and dedicated treemap based visualization tools.

Traffic management is aimed at maximizing but also guaranteeing the performance of applications running over the network. Traffic management solutions face the challenge of delivering an appropriate service to the different applications and their users across the network. The quality of the service being delivered needs to be monitored precisely in order to comply with IT governance initiatives or simply to report network service levels across the organization.

Ipanema objective based optimization and advanced visibility function are complemented by a complete Application SLA framework. With Ipanema Enterprises can define precisely the requirements of all applications in terms of application performance. Baselines can be defined using the meaningful, high level, MOS and AQS indicators. From those baselines, the system is able to continuously check performance of application against the baselines. The solution includes a number of dedicated Application SLA reports that can be used to regularly report about SLA compliance and some other that allow to perform SLA troubleshooting.

Technical point of contact:

Frank Lyonnet
VP Product Marketing
lyonnet@ipanematech.com

How to buy the product:

In North America, contact Houda Chabir, VP North America, chabir@ipanematech.com

Keynote Systems



Keynote Systems, Inc.
777 Mariners Island Blvd.
San Mateo, CA 94404 USA
650-403-2400

Apdex Data – exports data to customer developed Apdex reports

Product name:

1. Transaction Perspective
2. Application Perspective

Where the relevant data is found:

1. MyKeynote Raw Data Download
2. Performance Scoreboard

How the product measures application response time:

Synthetic agent in separate measurement machines (active agent)

Types of applications the tool measures:

Web-Based (HTTP, HTML, Java Script)
Secure Web-Based (HTTPS, HTML, Java Script)
Web-Services (XML, SOAP)
AJAX (Asynchronous JavaScript and XML)

What is measured:

Task-Chain (both products)
Task (both products)

Product benefits:

The Keynote Global Test and Measurement Network of computers and mobile devices is the largest and most accurate real-time measurement, monitoring, and testing infrastructure in the world. It gives you a true portrayal of what actual users are experiencing on their end of a Web browser or mobile device.

Keynote Private Agents are hardware appliances that measure application performance on private networks beyond Keynote's extensive, hosted, public test & measurement network. Using Private Agents you can verify whether your critical applications, Web infrastructure and e-business partners are operating at an agreed-upon level of service and performance.

Statistical accuracy

At Keynote, we believe your mobile and Internet business strategy is only as strong as the data that drives it. That's why we base all of our services on an unsurpassed Global Network comprised of over 2,400 measurement computers and mobile devices in over 240 locations and 160 metropolitan areas worldwide. More than 100 million Internet performance measurements are taken every day. Our measurement infrastructure provides the most statistically representative picture of mobile and Internet performance by measuring traffic across all major backbones and in the top 70 major cities worldwide.

Measurement Accuracy

Keynote's Transaction Perspective is the industry's most accurate measurement tool that provides full visibility into the performance and availability of your Web transactions from the true end user's perspective. It uses the actual Internet Explorer browser to generate real transactions from locations all over the world.

High Frequency

Keynote Application Perspective® is a software-as-a-service and root cause diagnostics solution for e-business applications. It is ideal for companies that need high-frequency transactional monitoring, but do not require the high-fidelity user-representation of our flagship Transaction Perspective service.

Technical point of contact:

Complete this form to request information:
www.keynote.com/company/contact/request.html

How to buy the product:

Sales contacts:
www.keynote.com/company/contact/sales.html

NetQoS

NetQoS, Inc.
5001 Plaza On the Lake
Austin, TX 78746
512-407-9443

Apdex Data – exports data to customer developed Apdex reports

Product name:

NetQoS SuperAgent

Where the relevant data is found:

Response Time monitoring, analysis, and reporting are the primary functions of the product.

How the product measures application response time:

Individual real user flow measurement on network (passive probe)

Types of applications the tool measures:

SuperAgent measures all TCP applications.

What is measured:

For every combination of (client region, server, and application) the following metrics are computed:

- Transaction Time
- Transaction Count
- Network Round Trip Time
- Server Response Time
- Retransmission Delay
- Data Transfer Time
- Network Connection Time
- Effective Round Trip Time
- Packet Loss Percentage
- Server Connection Time
- Refused Sessions
- Unfulfilled TCP/IP Session Requests
- Applications Data Transfer Time
- Byte Volumes
- Connection Setup Time
- Data Rate (in bits/second) (to and from server); by packet (to and from server) Data
- Volume (in bytes) (to and from server); by packet (to and from server) Packet
- Volumes Percentile Throughput Composite Rate Per User Server Burstiness TCP/IP
- Sessions Complete TCP/IP Sessions Open TCP/IP Sessions Expired TCP/IP Session
- Times Users User Goodput

Product benefits:

SuperAgent scales to the largest, most complex enterprise environments. It features automated baselining and thresholding, and automated investigations to gather diagnostic data during incidents of abnormal performance. It allows drill-down to packet level analysis of root causes. It also integrates with Cisco WAAS, providing full visibility and accurate end-to-end measurements in a WAN optimization environment. This is a unique feature. All other WAN optimization products limit the visibility of all other network performance monitoring products.

Technical point of contact:

Product Manager: Tim Smith
512-674-9529

How to buy the product:

877-835-9575
Email: sales@netqos.com

NetScout

NetScout Systems
310 Littleton Rd.
Westford, MA 01886
978-614-4000

Apdex Data – exports data to customer developed Apdex reports

Product name:

nGenius Performance Manager™

Where the relevant data is found:

Using SQL tools data can be pulled from the database.

How the product measures application response time:

Synthetic agent in separate measurement machines (active agent)

IP SLA tests run by Cisco IP SLA-enabled devices can be gathered by nGenius

Collectors and reported on in nGenius Performance Manager

Individual real user flow measurement on network (passive probe)

Application response time is calculated by taking advantage of the guaranteed delivery mechanism of the TCP protocol. It passively observes the response times of all TCP- and HTTP-based application conversations

Aggregate flow measurements of many users in network (router or probe)

The nGenius Solution tracks applications and its many users and can give response time distribution measurements as a snapshot or over time views of activity

Types of applications the tool measures:

Character-based (Terminal-Host)

Proprietary client-server (e.g., traditional Oracle, SAP)

Web-Based (HTTP, HTML, Java Script)

Secure Web-Based (HTTPS, HTML, Java Script)

Web-Services (XML, SOAP)

AJAX (Asynchronous JavaScript and XML)

Streaming audio (MP3, WAV, Windows Media, Real, AIFF)

Streaming video (Flash, MPEG, Avi, QuickTime, Windows Media, Real)

Multimedia (combination of several above on one user task)

What is measured:

Turn – The total round-trip response time recorded by the client probe is classified as the total round-trip response time because it is the probe sitting closest to the client and, in essence, measures response time as observed by the end user. The response time recorded by the server probe is classified as application server response time because it is the probe sitting closest to the server, and, in essence, is measuring only processing time spent in the application server.

Protocol – The nGenius Performance Manager shows protocol events for most TCP applications and some UDP applications.

Packet – The nGenius Solution goes to the packet level in following the transmission between client and server (source and destination).

Product benefits:

NetScout’s *nGenius* Solution has a number of key benefits. They can be broken down as follows:

One management application, nGenius Performance Manager™, to collect, aggregate and display real-time (as granular as 1 minute Hosts and Conversations) and historical information from multiple data source including the *nGenius* Probe, Application Fabric Monitors and NetFlow from industry leading switches and routers.

Ability to track and monitor virtually ever application in the network including:

- Well known applications, e.g. IP, IPX;

- Complex applications, e.g. SAP and Citrix;

- Custom or home grown applications to support the organizations unique requirements

- Web-based, e.g. By URL – because today’s well-known applications are tomorrow’s web based applications

Contains the ability to create both on-demand and scheduled reports. Users can take meaningful real-time views and generate on-demand, PDF-formatted reports. These reports can be saved and e-mailed to the intended audience (customers). Scheduled reports are called “NewsPapers,” customizable reports that users can disseminate to other users remotely via a web-based repository.

Technical point of contact:

Ernie Fleming

Technical Marketing Engineer

NetScout Systems

978-614-6062

fleminge@netscout.com

How to buy the product:

800-357-7666

Network General

Network General, a NetScout Company
310 Littleton Road
Westford, MA 01886-4105
978-614-4000

Apdex Data – exports data to customer developed Apdex reports

Product name:

Application Intelligence and Visualizer

Where the relevant data is found:

Application performance data can be exported directly from the Application Intelligence console or from the Visualizer database.

How the product measures application response time:

Individual real user flow measurement on network (passive probe)

Types of applications the tool measures:

Character-based (Terminal-Host)

Proprietary client-server (e.g., traditional Oracle, SAP)

Web-Based (HTTP, HTML, Java Script)

Secure Web-Based (HTTPS, HTML, Java Script)

Web-Services (XML, SOAP)

AJAX (Asynchronous JavaScript and XML)

Streaming audio (MP3, WAV, Windows Media, Real, AIFF)

Streaming video (Flash, MPEG, Avi, QuickTime, Windows Media, Real)

Multimedia (combination of several above on one user task)

Other: Hundreds of other applications are supported through Application Intelligence.

What is measured:

Process

Task

Turn

Protocol

Packet

Product benefits:

Multi-layered enterprise applications such as enterprise resource planning (ERP) and customer relationship management (CRM) are becoming ever-more complex and integral to revenue generation, taxing corporate networks in unprecedented – and sometimes inexplicable – ways. Application Intelligence, application monitoring solution, provides visibility into your organization's business-critical applications, helping you understand how they interact with network resources, thereby maximizing the performance of both.

Application Intelligence provides application monitoring of "out of the box" applications such as SAP, PeopleSoft and Oracle, as well as in-house created custom applications.

This application monitoring solution alerts network and application management personnel when there is an issue, to speed problem identification and resolution.

Providing both high-level and detailed information, the Sniffer Application Intelligence application monitoring solution gives networking and applications departments a common ground on which to measure and improve application performance over the network.

Features include:

Automatic discovery: Identifies popular packaged applications based on their packet flow signatures, breaks out clients and servers to see who is using the network, and provides time intervals to help identify when problems and anomalies occur.

Customer-aided discovery: Provides custom application monitoring with equal granularity.

Successful application rollouts: Provides the level of detail needed to gauge whether a new application is performing as expected. This application monitoring solution also helps you see how the new application affects, and is affected by, other applications.

Conversational flow analysis: Provides data on the source, destination, application, time and interface of conversational flows, allowing applications to be analyzed based on the most important metrics.

Technical point of contact:

James Messer
Director of Technical Marketing
James.messer@netscout.com
850.668.9298

How to buy the product:

Network General, a NetScout Company
310 Littleton Road
Westford, MA 01886-4105
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Packeteer



Packeteer, Inc.
10201 N De Anza Blvd
Cupertino, CA 95014
408-873-4400
800-697-2253

Apdex Data – exports data to customer developed Apdex reports

Product name:

Packeteer's PacketShaper and iShaper appliances along with our IntelligenceCenter management and reporting application provide Apdex-supporting data.

Where the relevant data is found:

Packeteer's products have measurement engines that collect dozens of metrics for over 600 different applications. These variables are accessed via web browser and command line interfaces, or via XML query. The raw data can be exported into CSV and XML formats.

How the product measures application response time:

Individual real user flow measurement on network (passive probe)
Individual real user flow measurement in network (e.g., WAN optimization)
Aggregate flow measurements of many users in network (router or probe)

Synthetic transactions can be used to set performance baselines and monitor application response times. This allows Packeteer to control varying transaction sizes, server loads, etc. in real-time environments.

Types of applications the tool measures:

Character-based (Terminal-Host)
Proprietary client-server (e.g., traditional Oracle, SAP)
Web-Based (HTTP, HTML, Java Script)
Secure Web-Based (HTTPS, HTML, Java Script)
Web-Services (XML, SOAP)
AJAX (Asynchronous JavaScript and XML)
Streaming audio (MP3, WAV, Windows Media, Real, AIFF)
Streaming video (Flash, MPEG, Avi, QuickTime, Windows Media, Real)
Multimedia (combination of several above on one user task)

Packeteer measures VoIP metrics including latency, jitter, and packet loss as well as industry-standard R-Factor and MOS metrics.

Packeteer appliances collect performance statistics on all applications and all protocols as they cross the network. This includes custom or proprietary applications developed by customers.

What is measured:

Turn
Protocol
Packet

More specifically, Packeteer measures:

- Utilization – peak and average bytes, packets, number of connections/flows
- Server, network, and total transaction delay times for TCP applications
- Round-trip times (latency)
- TCP transaction characteristics – Connections, aborts, resets, ignores, transaction size
- Application Efficiency – Packet loss, retransmissions (bytes and packets)

Product benefits:

Packeteer delivers an integrated system that gives customers a clear understanding of application performance enabling them to intelligently enforce behavior and optimize application performance and delivery.

Packeteer's key differentiators include:

- Layer 7 Plus Visibility – True, signature-based application recognition ensures that the performance data is collected for the correct application.

Integrated Optimization Features

- QoS – Enforces application behavior and access to network resources
- Compression – Reduces the amount of data sent across the network
- Acceleration – Mitigates the constricting effect of latency on application throughput
- Caching – Serves content locally when possible to alleviate bandwidth demand on network
- Remote Office Services – Provides key network services locally to improve application responsiveness and reduce demand for WAN bandwidth

Technical point of contact:

Sidney Rabsatt
srabsatt@packeteer.com

How to buy the product:

Packeteer can be contacted by phone at 408-873-4400 or 800-697-2253
Or on the web at www.packeteer.com/company/moreinfo/

Packeteer products are available for purchase through Packeteer Authorized Resellers.

SeaNet Technologies

SeaNet Technologies, Inc.
125-10 Queens Boulevard
Suite #1405
Kew Gardens, NY 11415
718-544-1778

Apdex Data – exports data to customer developed Apdex reports

SeaNet can add Apdex reporting within 30 days of a customer order.

Product name:

SeaView Product Suite

Where the relevant data is found:

MySQL DB and SAS, SeaView/VAC, SeaView/Dashboard
SeaView records detail transaction data in several forms, including MySQL and SAS.

Each transaction is recorded with end to end response time with a tier by tier break down. SeaView/VAC is an OLAP front end that can be used to navigate and summarize the data - and export to MS Excel.

The SeaView Dashboard can produce executive level status summaries currently based on percentiles - this can be easily updated to use the Apdex index.

How the product measures application response time:

Passive network probes

(SeaView/RTM correlates data from multiple tiers along an application path to enable tracking of each transaction across all tiers.)

Types of applications the tool measures:

Character-based (Terminal-Host)

Proprietary client-server (e.g., traditional Oracle, SAP)

Web-Based (HTTP, HTML, Java Script)

Secure Web-Based (HTTPS, HTML, Java Script)

Web-Services (XML, SOAP)

AJAX (Asynchronous JavaScript and XML)

(Can only see time and interaction that occurs across the network)

One Way Latency of Market Data distribution (accurate to within +/- 10 Microseconds)

What is measured:

Process

Task-Chain

Task

Turn

Protocol

Packet

Product benefits:

Measurement and retention of each individual logical business transaction
Understands the semantics of the business transaction
Tracks transaction across multiple tiers
Can decode any protocol application payload including custom protocols and applications
Can measure One Way Latencies of logical messages

Technical point of contact:

Bernie Davidovics
Founder, CEO, CTO
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718-544-1778 office

How to buy the product:

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Symphoniq

Symphoniq Corporación
2450 El Camino Real, Suite 200
Palo Alto, CA 94306
650-213-8889

Apdex Data – exports data to customer developed Apdex reports

Product name:

TrueView Express

Where the relevant data is found:

XML formatted data to Excel or other computational software

How the product measures application response time:

Direct measurement using instrumentation dynamically injected onto real user browser using application delivery controller or Web server

Types of applications the tool measures:

Web-Based (HTTP, HTML, Java Script)
Secure Web-Based (HTTPS, HTML, Java Script)
Web-Services (XML, SOAP)
AJAX (Asynchronous JavaScript and XML)

What is measured:

Process
Task-Chain
Task

Product benefits:

Small footprint, downloadable software that monitors Web performance of real users running real transactions in real time. Requires no client download or code changes

Technical point of contact:

Roger Horwitz, sales@symphoniq.com

How to buy the product:

Downloadable for trial or purchase from www.symphoniq.com

WildPackets



WildPackets, Inc.
1340 Treat Blvd., Suite 500
Walnut Creek, CA 94597
925-937-3200

Apdex Report – generates Apdex reports within tool

Product name:

OmniPeek Professional
OmniPeek Enterprise

Where the relevant data is found:

An overall summary of Apdex scores is reported in the Visuals -> Apdex tab, and Apdex scores are reported for every Expert Flow view (Hierarchy, Flat and Application).

How the product measures application response time:

Individual real user flow measurement on network (passive probe)
Aggregate flow measurements of many users in network (router or probe)

Types of applications the tool measures:

Character-based (Terminal-Host)
Proprietary client-server (e.g., traditional Oracle, SAP)
Web-Based (HTTP, HTML, Java Script)
Secure Web-Based (HTTPS, HTML, Java Script)
Mail, Network Services, IM

What is measured:

Task
Turn
Protocol
Packet

Product benefits:

OmniPeek provides not only a complete view of application performance using Apdex technology, but it enables the user to quickly drill down into reported problem areas, all the way to the packet level, thereby providing a complete analysis and troubleshooting tool that clearly answers “Is it the network or the application”.

Technical point of contact:

Jay Botelho, Director of Product Management
jbotelho@wildpackets.com

How to buy the product:

Online (www.wildpackets.com) or by calling 925-937-3200
or by emailing sales@wildpackets.com

Xa Systems

Xa Systems, LLC
1033 Sterling Road, Suite 204
Herndon, Virginia 20170
703-766-5049

Apdex Report – generates Apdex reports within tool

Product name:

SerVista-ITSM™

Where the relevant data is found:

- Dashboard
- Individual Service Centers
- Reporting – Apdex Reports

How the product measures application response time:

- Synthetic agent in separate measurement machines (active agent)
- Individual real user flow measurement on server (passive agent)
- End User Application – proprietary agent less technology

Types of applications the tool measures:

- Character-based (Terminal-Host)
- Proprietary client-server (e.g., traditional Oracle, SAP)
- Web-Based (HTTP, HTML, Java Script)
- Secure Web-Based (HTTPS, HTML, Java Script)
- Web-Services (XML, SOAP)
- AJAX (Asynchronous JavaScript and XML)
- Multimedia (combination of several above on one user task)

What is measured:

- Process
- Task-Chain
- Task
- Protocol

Product benefits:

- Complements and leverages existing tools and investments
- Quick installation and configuration (1 – 3 days)
- Agent less technologies
- Communicates over port 80
- Lower network overhead

Technical point of contact:

Michael Lutz
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Michael.lutz@xasystems.com

How to buy the product:

Donald Marzullo
Vice President, Business Development
202-758-8900
Donald.marzullo@xasystems.com