

OneSight® Service Level Management Module

Powerful Service Level Management Capabilities for OneSight

OneSight provides a holistic view of your entire Web infrastructure to ensure the optimal performance of your Web-based applications and deliver the best possible Quality of Experience to your end users.

OneSight's Service Level Management (SLM) module allows you to measure the performance and availability of supporting elements against the defined corporate objective from the perspective that matters the most — that of the customer.

The Service Level Management capability lets you define business objectives or targets per managed Service Level Objective (SLO). You can then use these targets to measure performance against specified objectives in the real-time, allowing you to define proactive warning thresholds that trigger an SLO warning state when the potential for a service level breach exists.

SLOs can be measured during their specific hours of operations, which you define, based on availability or performance-oriented metrics such as response time or CPU usage. When defining the SLA, you can set up schedules for receiving notification of any SLOs in the SLA that have passed their warning level.

The SLM module also provides four unique views — both real-time and historical — of SLA status, availability and performance: SLA Status, Service Level, Service Level Against Target, and Service Level Warning reports. In addition to filtering these reports, you can exclude certain time periods from the reports, to account for scheduled downtime, for example (see Figure 1 and Figure 2).

FEATURES

- Unique views of SLA status, availability and performance — both real-time proactive and historical
- Full reporting for use in real-time and historical problem analysis
- Proactive warning alerts when service levels are in jeopardy
- Account for planned maintenance windows or unplanned service outages
- Leverages all OneSight managed data

BENEFITS

- Align customer QoE and application and infrastructure performance and availability with business objectives
- Track and manage performance against Service Level Agreements
- Immediately understand which SLAs are in violation in order to prioritize response activities to quickly restore impacted services
- Proactively address service levels that are in jeopardy
- Demonstrate the availability and quality of the services you are delivering to your customers
- Prioritize your service improvement process
- Assess the impact of improvements

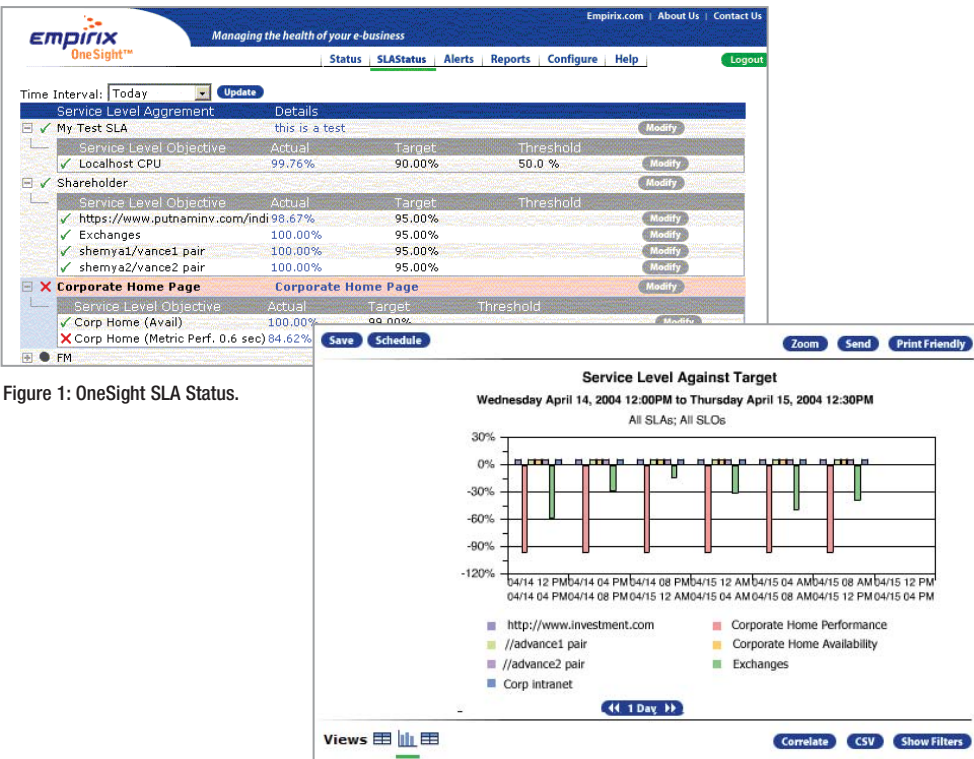
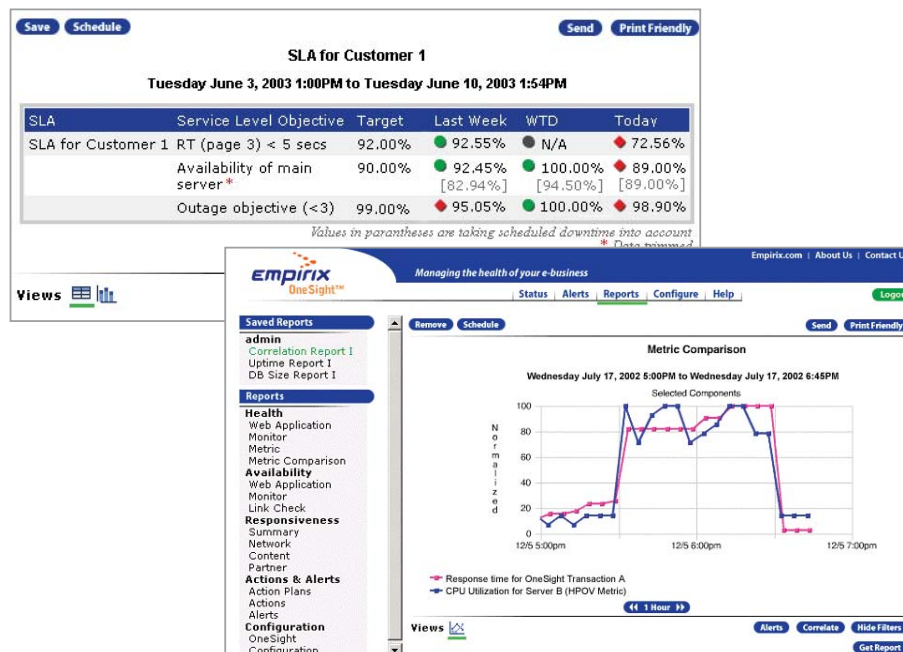


Figure 1: OneSight SLA Status.

Figure 2: OneSight Service Level Against Target.

A Holistic View of Your Web Infrastructure

The easiest, most comprehensive way to manage your Web applications and infrastructure, OneSight combines the effective measurement of the customer experience with measurement of the performance and availability of supporting applications and infrastructure. OneSight tracks the performance of your Web applications, managing user transactions and the operation of components such as servers and network devices, detecting changes that could jeopardize application performance. With OneSight, you can identify, prioritize and address emerging problems proactively, before customers or users are affected.



Realistic User Transactions

Unlike management products and services that perform superficial tests on static pages, OneSight initiates actual user transactions from multiple agent machines, navigates the applications just as a customer would, measures everything that happens, and then correlates that information with data on the underlying technology infrastructure and reports on service level objectives. By performing end-to-end tests, OneSight exercises all levels of multi-tier applications, detecting bottlenecks that other management tools might miss.

OneSight reuses the Visual Scripts built with the Empirix e-TEST® suite, a total life-cycle solution used for ensuring the scalability and reliability of business-critical Web applications, and for functional testing and load testing.

Align Your Infrastructure to Meet Business Objectives

Measurement of the customer experience, combined with measurement of the performance and availability of the supporting applications and infrastructure with OneSight gives you the tools and information you need to increase customer satisfaction and lower cost.

To learn more about the OneSight Service Level Management module, contact your Empirix sales representative or your authorized reseller, call +1 781.266.3200, or email info@empirix.com. Or, visit us on the Web at www.empirix.com.