

A photograph of a modern office environment. Three people are seated at desks, working on computers. The person on the left is a man in a blue shirt, the person in the middle is a woman in a grey blazer, and the person on the right is a woman in a dark brown blazer. They are all looking at their monitors. The office has large windows in the background, and the floor is highly reflective. The overall atmosphere is professional and busy.

# CitraTest APM<sup>®</sup>

Real Time Monitoring  
Every Enterprise Application

## Reflecting the Real User Experience

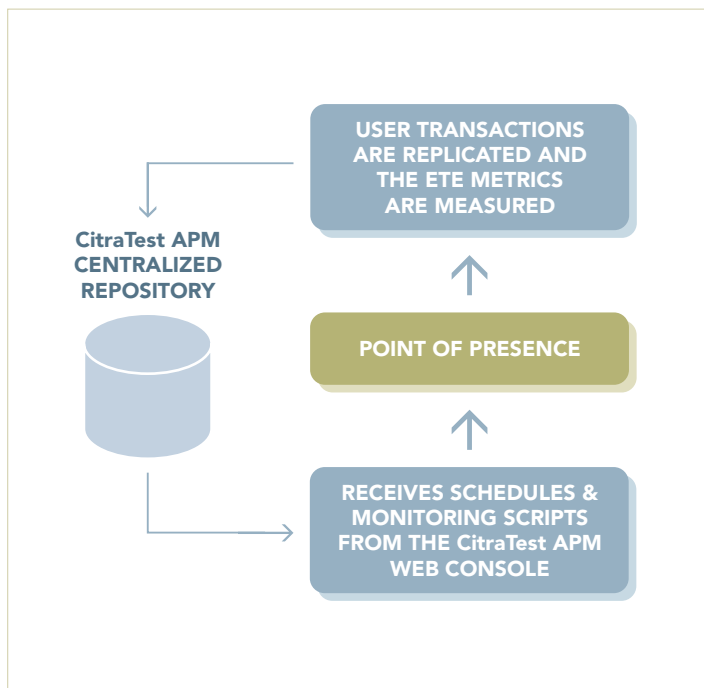
CitraTest APM is an enterprise monitoring solution that can measure and monitor the End-To-End Response Time and overall Application Availability for Any application.

## Market Trends & Requirements

- ★ Most large enterprises have an application portfolio consisting of between 250 and 500 applications. These applications consist of a combination of in-house & packaged applications.
- ★ Network & Systems Management (NSM) vendors have ignored the “homegrown” application management area
- ★ With the increasing adoption of e-business applications, a need has emerged for management of the end-to-end (ETE) application platform stack
- ★ Enterprises are looking for simplified ETE solutions that will cover their extensive application base and integrate with current processes



## CitraTest APM MEETS THESE REQUIREMENTS



### CitraTest APM - Monitoring the Real User Experience

- ★ Produces and measures real user interaction for every application
- ★ Measures the End-To-End User Experience inside and outside the corporate firewall
- ★ Supports Every Application that is accessible from a Windows Client
- ★ Automatically sends the performance metrics to a central database
- ★ All metrics along with SLA reports are viewable via a Web based Management Console

This approach monitors the real user experience

## KEY ADVANTAGES:

### COMPATIBILITY:

- ★ Supports Every Application that is Accessible from a Windows Client
- ★ Supports All Windows Versions
- ★ Full Firewall Support (Inside & Outside)

### ACCURACY:

- ★ Real Time End-To-End Monitoring
- ★ Replicate All User Transactions
- ★ Measure and Enforce Service Level Agreements

### REAL WORLD ENVIRONMENT:

- ★ The Real User Environment is not changed in any way
- ★ No software is installed on the application server(s)
- ★ No software is installed on the database server(s)

## END USER PERFORMANCE MANAGEMENT:

### Visibility And Accountability For The End User Experience

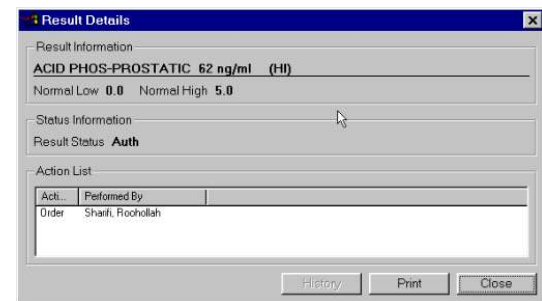
- ★ Resolve the application performance problem quickly by looking into detailed user activity.
- ★ Understand and map the performance of the end user activities to related business services and objectives
- ★ Empower your technical administrator by tying infrastructure performance issues to end user functional activity
- ★ Find and fix application performance problems before your customers and end users find them.
- ★ Quantify the real end user experience relative to availability of the application and established service levels.

## CitraTest APM EXECUTES FROM THE CLIENT SIDE JUST LIKE A REAL USER:

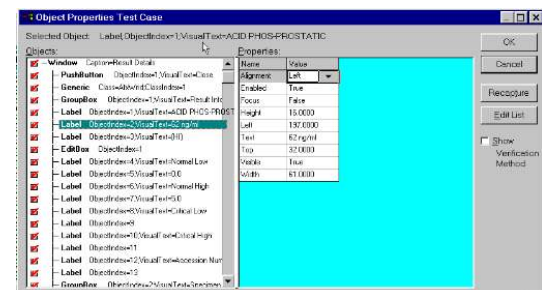
### CitraTest APM Gives IT Managers and Application Owners Total Control Allowing for a Proactive Approach

- ★ Replicate All Client Side Real User Activity
- ★ Analyze and Actively Measure Any User Transaction
- ★ Enforce Service Level Agreements
- ★ Non intrusive to the Application Servers & Database Servers
- ★ Reduce Costly Application Downtime
- ★ Determine the True Value of Business Applications

## VISUAL MONITORING APPROACH:

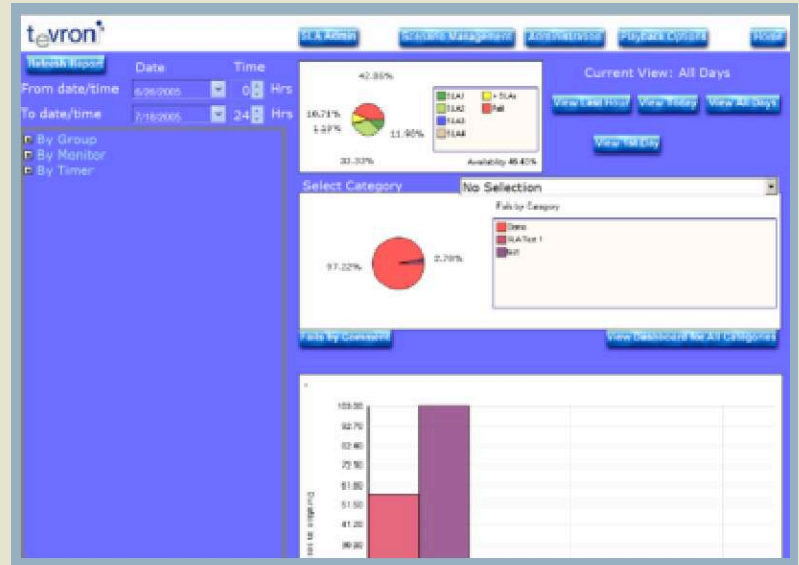
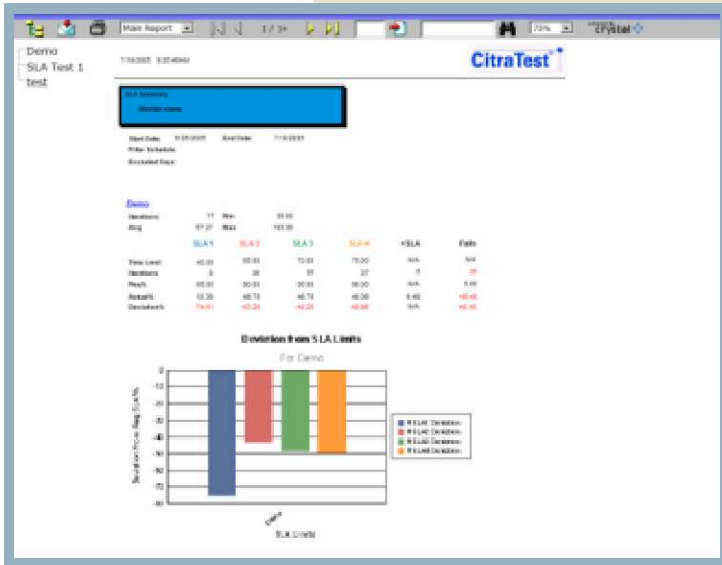


CitraTest APM 'sees' exactly what the real user 'sees' so every monitoring script is built with simple visual references that are easy to understand, easy to create, and easy to maintain.



All Other Software tools 'see' low-level Windows objects that are complex and require specialized knowledge to understand and a myriad of different techniques to properly and accurately automate transactions in monitoring scripts.

## A closer look at the CitraTest APM Web Console



The CitraTest APM WebConsole allows IT Managers, IT Engineers, and other authorized users the ability to review and analyze the End User Performance of any application at any point of presence (monitoring PC) across the global enterprise.

### SLA MANAGEMENT AND REPORTING

Detailed SLA Reports can be quickly generated for any application on a real time basis as well as from an historical viewpoint.

### SCHEDULING

Through the use of the CitraTest APM Web Console, detailed execution schedules can be created and seamlessly transferred to all the Points of Presence across the enterprise. All monitoring scripts that are included in each schedule will automatically be deployed to the various Points of Presence in preparation for execution.

### MONITORING GROUPS

The CitraTest APM Web Console allows for the creation of monitoring groups which associates various Points of Presence via a unique Group name (Boston location, London location, Paris location, Frankfurt location, etc.).

### ABOUT TEVRON: Tevron® is a global leader in APM and Automated Testing.

Through our all encompassing customer-centric vision and advanced technology, our APM & Testing Solutions allow the unique flexibility of supporting every application across the enterprise with one methodology delivering the ability to test, monitor, enforce SLAs, and optimize performance with confidence and ease. Founded in 2001, Tevron® is a global organization and is privately held.

Our vast and diverse range of customers are global leaders and include companies such as A.G. Edwards, Bank of America, Citigroup, DaimlerChrysler, Hewlett Packard, Siemens, Lucent Technologies, Merrill Lynch, and numerous others.

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