

# Performance Monitoring & Management

## Ensuring Your Technology Stack Meets IT, Business and End-User Needs

Businesses trying to capture increased market share are demanding greater innovation and performance from their business applications. To stay ahead of the competition, those applications must perform 24x7. That means meeting service levels, ensuring a positive end-user experience, resolving problems quickly and managing change.

Quest's performance monitoring and management solutions can help you manage and resolve performance issues to improve user satisfaction and ensure that applications are meeting the needs of the business. Our solutions are designed and priced to help any size of IT organization align and grow with the business. And they work regardless of how you set up the supporting infrastructure for your applications. Whether you follow a traditional data center model or a cloud-based model, you can be sure your performance monitoring and management needs are covered with Quest.

Our capabilities are seamlessly integrated under the Foglight brand to provide a flexible modular solution. You can pick the capabilities you need the most and leverage them with your existing monitoring tools through Foglight's integration features. As your needs evolve, Foglight's single code base allows you to snap-in additional Foglight monitoring capabilities to fill gaps and replace legacy solutions as needed.

You can trust us to:

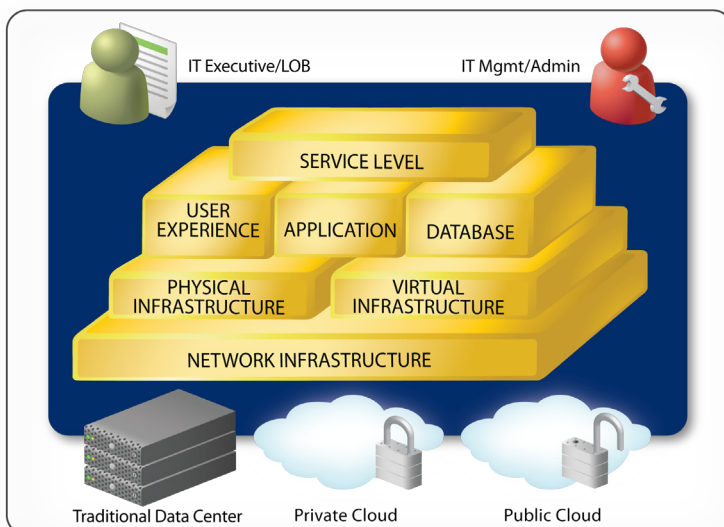
- Monitor service levels and resolve performance bottlenecks
- Manage application performance from the end user's point of view
- Correlate user experience issues with the root cause in your infrastructure
- Deliver role-based views for domain admins, operations management, and the business
- Consolidate tools for your physical, virtual, and cloud environments

## BENEFITS

- Monitor service level impact then diagnose and resolve performance issues
- Manage the quality of the user experience to minimize support costs
- Correlate issues directly to underlying infrastructure components for faster MTTR
- Get integrated services view up and down the stack for better visibility and control

## Platforms Supported

- Cisco
- DB2
- Exchange Server
- HP sFlow
- Java
- Juniper
- MySQL
- .NET
- Oracle
- Oracle E-Business Suite
- PeopleSoft
- SAP
- SharePoint
- Siebel
- SQL Server
- Sybase



## Capabilities

### User Experience Management

Quest Foglight manages the user experience from multiple perspectives, allowing you to meet performance SLAs by detecting, isolating and resolving response time issues, as well as capturing and replaying real user interactions. It also helps you understand how application design and configuration are affecting these user interactions. In addition, Foglight monitors and analyzes transaction conversions and session meta-data to uncover new buying patterns and preferences to determine why users abandoned transactions.

- **Web User Performance Monitoring and Triage for IT Operations** – Optimize application performance, improve capacity and quickly diagnose problems
- **Web User Performance Visibility for IT Executives** – Manage service levels for application availability and web-user response-time performance
- **Real User Experience Analysis and Session Replay** – Replay and analyze real end user interactions
- **Transaction Conversion Monitoring and Analysis** – Determine which end users are abandoning transactions and why
- **Synthetic User Monitoring** – Identify slow application performance and proactively address any problems – before end users are affected

### Application Server Monitoring and Diagnostics

Quest helps you resolve problems before they impact users and violate SLAs by simplifying management of the application server, the user transactions running through it, and the underlying infrastructure.

Quest's application server monitoring and diagnostic solutions support everything from the most widely used platforms to unique ones.

- **Custom and Web-based Applications** – Simplify performance monitoring of custom and web-based applications
- **ERP / CRM Applications** – Ensure availability of, and visibility into, your most critical business applications
- **Employee Productivity Applications** – Eliminate downtime of critical applications and ensure continued employee productivity

### Database Monitoring and Management

Quest's Foglight database monitoring tools provide simplified, consistent performance monitoring and management across heterogeneous database platforms, helping you reduce administrative costs and improve service levels.

- **Database Performance Monitoring** – Ensure your database components are operating within resource capacity limits
- **Transaction Monitoring and Analytics** – Measure and analyze the transaction workload that connects users to resources

### Virtual Server Management

Quest helps you reduce hardware costs as well as diagnose and fix problems faster with deep visibility into VMware ESXi and Hyper-V performance management issues. The Quest solution for virtual server monitoring and capacity management – vFoglight – provides powerful virtual infrastructure monitoring, capacity planning, service management and chargeback.

- **Virtual Machine Monitoring** – Reduce the time and effort required to manage virtual machines
- **Virtual Resource Chargeback** – Calculate chargeback costs and determine how IT and business teams will share expenses
- **Virtual Resource Capacity Management** – Determine available capacity and predict over- or under-use of available resources
- **Virtual Machine Storage Monitoring** – Ensure SLA compliance and retain the cost savings you achieved through virtualization

## Network System Management

Quest helps you minimize wasted time and chaos associated with sudden network problems with full visibility of your network resources and their metrics – including hardware, operating systems, virtualization, databases, middleware, applications and services. Quest's network management system makes it easy.

- **Performance Monitoring for Network Devices, Servers and Applications** – Reduce sudden network problems with full visibility into network resources
- **Traffic Analysis** – Capture data for any device on your network and identify bandwidth hogs
- **Distributed Environment Support** – Monitor remote networks to not only differentiate performance, but boost it ten-fold
- **VoIP Monitoring** – Ensure that introducing voice traffic onto the data network won't degrade performance for either type of traffic
- **NetFlow, JFlow and Proprietary PTFLOW Monitoring** – Experience unparalleled visibility into traffic network patterns and determine how traffic impacts network health
- **Network Configuration Management** – Determine if your network is configured to meet optimum performance levels
- **Advanced Reporting and Alerting** – Monitor the network to establish a baseline to avoid false-positive alerts from normal activity

## Middleware Monitoring

Quest delivers unparalleled application performance by monitoring the health of your middleware environment and resolving incidents before they become an issue for your business. The Quest Foglight middleware monitoring solution delivers consistent and strong application performance at established service levels to meet Enterprise Application Integration (EAI) initiatives.

- **WebSphere MQ Monitoring** – Deliver constant and strong application performance at established service levels

## Infrastructure Monitoring

Quest provides consistent management for all diverse operating systems by monitoring the infrastructure that supports your critical applications from every perspective, including operating systems, networks, virtual servers and virtual machines. Quest's infrastructure monitoring solution helps you link all the disparate parts of your IT environment as one centralized platform.

- **Unix, Linux, Windows OS Monitoring** – Link disparate parts of your IT environment as one centralized platform, ensuring consistency across operating systems
- **Active Directory Monitoring & Diagnostics** – Ensure continued performance and availability of your Active Directory environment
- **Virtual Machine Storage Monitoring** – Monitor and manage the performance of your underlying physical storage to ensure top performance of virtual infrastructure

## About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management and IT management, go to [www.quest.com](http://www.quest.com).



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