



APPLICATION PERFORMANCE MANAGEMENT SOLUTIONS

A PEEK INTO WHAT REAL USERS REALLY THINK

2014

IT Central Station helps enterprise tech professionals by providing

A comprehensive list of all application performance management solutions.

Several real user reviews from enterprise tech professionals and vendor information.

Specific information to help enterprise tech professionals select the product that is right for their specific needs.

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ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users. **We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.**

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

Use IT Central Station to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

ITCentralStation.com

244 5th Avenue,
Suite R-230
New York, NY 10001
USA
+1 (646) 328-1944

info@ITCentralStation.com

ABOUT THIS REPORT

This report is comprised of a comprehensive list of all enterprise level application performance management solutions. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

IMPORTANT NOTICE

Did you find this whitepaper helpful? At IT Central Station, our philosophy is “Give to Get”. Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please expect to be contacted shortly by an IT Central Station Community Manager. We will ask you for 10 minutes of your time to review a product that you use either via a 10 minute phone interview or questionnaire. You can choose to review anonymously or not and your company name will not be included in the review.

If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.

VENDOR & PRODUCT LIST

VENDOR	PRODUCT
HP	Business Process Monitor
Fluke Networks	Visual TruView
Catchpoint	Catchpoint
Compuware	Gomez
INETCO	INETCO Insight
Opsview	Opsview Enterprise
BMC	ProactiveNet
Riverbed	AppResponse Xpert
Compuware	dynaTrace RUM
Precise	Precise
Nastel Technologies	Nastel AutoPilot
New Relic	New Relic
Aurea	Actional
CA	CA APM
HP	Diagnostics
Microsoft	SCOM
AppDynamics	AppDynamics
CA	Application Delivery Analysis
AppNeta	AppNeta
Dell	Foglight
BMC	End User Experience Management

InfoVista	5View NetFlow
AppFirst	AppFirst
Riverbed	AppInternals Xpert
HP	AppPulse
BMC	Appsight
Microsoft	AVIcode
CA	CEM
Compuware	dynaTrace
eG Innovations	eG Enterprise
ExtraHop Networks	ExtraHop
Aternity	Frontline
Knoa	Knoa EPM
BMC	Middleware Management
Netuitive	Netuitive
Level 5	Nudge APM
OpTier	OpTier Always-on APM
Oracle	Real User Experience Insight
HP	Real User Monitor
SL Corp	RTView
CorrelSense	SharePath
Idera	SharePoint diagnostic manager
HP	SiteScope
ASG	TeVista
IBM	Tivoli Composite Application Manager

HP

TransactionVision

Dotcom-Monitor

UserView Monitoring

AppResponse Xpert

Vendor: Riverbed www.riverbed.com



REVIEW BY A REAL USER

Henry Steinhauer Verified by IT Central Station Engineer, Tech Services Company with 1-500 Employees

PROS

- Very easy to use and gather value from the start.
- Easy to deploy on servers with little impact.
- Easier to gather information from the Server than from the Network Switch when there are multiple servers to combine for an application study.

CONS

- Marketing is complex and not well understood, so often this product is not considered a good fit just for a surface look.

SUMMARY

Applications are getting more complex as there are islands of services that are combined to provide value to the customer. The response time delay is hidden within service calls that are being made. This family of tools provides the insight needed to know where that response delay is happening.

It also provides insight as to the number of service calls that are being made. While each service call may be short, doing 1,000 of them, brings major delays to the overall response time. Finding where that delay is happening is key to improving the application. These tools provide that insight and provide the ability to show the total response time that is taking place.

As a side note- often I used the Capture side of the product more than the Analysis side of the product. The ability to do captures without having to use tcpdump on each system is very helpful. This ability takes the grunt work out of gathering the basic information that is required for deeper analysis.

WHAT REAL USERS ARE SAYING...

“Perfect for seeing the impact of SOA and complex applications.”

“Flexible and feature-rich, but support cases often require escalation to R&D.”

“Great help for my SOA analysis!”

CA APM

Vendor: CA Technologies www.ca.com



REVIEW BY A REAL USER

Juliano Murlick Verified by IT Central Station
Infrastructure Expert, Financial Services Firm with
5000+ Employees

SUMMARY

Before implementing CA APM, our monitoring environment involved almost a dozen disparate tools with events duplicated in different databases, no correlation of events and no identification of the root cause. There was also inconsistency in the information in the various tools about the IT asset, making it harder to diagnose and resolve problems. This resulted in high operational costs, slow access to applications for end users and instability and unavailability of IT services.

We now have a single event console, which has increased the efficiency of our Command Center, improved the mean time to repair and mean time between failures indicators. We can now quickly identify the root causes of failures, detect problems not visible before, and be notified of deviations in behaviour in our IT infrastructure and applications, monitoring the availability index and obtaining improvement in the capacity management process.

REVIEW BY A REAL USER

Brian McNicholas Verified by IT Central Station
Middleware Admin, Financial Services Firm with
500-5000 Employees

OVERVIEW

I first started using APM when it was Wily. It was a game changer at that stage and hasn't looked back. CA have continued to build and improve how it works and how it integrates with other products. APM should be utilised at all stages of an application lifecycle. It provides detailed insight of what is happening within the application, be it SQL response times to how many webcontainer threads are in use. Issues that arise are easily highlighted by APM and should be reviewed by the necessary support team within your company.

The product is expensive in both monetary and footprint terms. In my opinion, a standard configuration requires 4 servers to run APM. So

WHAT REAL USERS ARE SAYING...

“Identifies the root causes of failures, detects problems not visible before, and notifies of deviations in IT behavior.”

“Proactive monitoring capabilities, changing the way you think and act.”

“CA APM is beneficial for incident and problem diagnosis.”

between licensing and hardware, the product is not cheap. Once you have the hardware provisioned, I found the installation process relatively easy but the documentation is not as clear as I would have expected. I ran into several small issues but they were resolved. I found it difficult to find the right person within CA support to answer my questions. They do have forums and user groups which should make life easier. Upgrades can be time consuming if you have many agents. You need access to the servers, resources to do the upgrade, downtime from the application owner etc.

REVIEW BY A REAL USER

Peter Ralston Verified by IT Central Station
Systems Analyst, Financial Services Firm with 5000+ Employees

PROS

- I've found that APM is an excellent tool for giving companies pro-active monitoring and alerting capability.
- If used correctly it gives you the ability to get the jump on system / application issues based on performance thresholds. That 5-10 minute gap between identifying something is going wrong to something is wrong is critical for reducing impact to customers being either internal or external.
- It really takes allot of in depth understanding of your applications to get the best out of this tool, something that many organisations don't have. On that note, this tool can give them that ability.
- It takes allot to configure and what you get out of it is dependent on what you put in. Something that in-depth planning is definitely required.

REVIEW BY A REAL USER

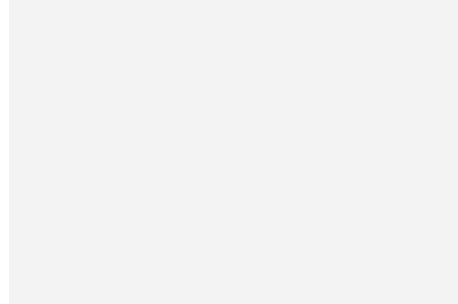
Joe Rocco Verified by IT Central Station
IT Manager, Financial Services Firm with 5000+ Employees

SUMMARY

We have CA APM running on a few of our major applications and it has allowed us to get more in depth understanding for these with incident and problem diagnosis. Without this we would be left going through logs and not being able to see real

time events and behaviours of our applications. This has also allowed us to see performance issues after upgrades and focus on specific areas rather than looking across all components.

The workstation interface is very user friendly and the ability to create custom dashboards and alerts is great. CA APM is a tool that should be a must in current IT environment we live in.





REVIEW BY A REAL USER

Sid Roy Verified by IT Central Station
VP Operations and Client Support,
Tech Services Company with 1-500 Employees

SUMMARY

- We've been using AppDynamics for 18 months.
- Valuable Features:
 1. Ease of deployment- it's easy to install and use. This is key for us.
 2. Low infrastructure overhead and footprint, which go hand in hand.
 3. Features- in terms of diagnostics it's very good.
- From this standpoint you might see a lot of people saying that these features are apples to apples with other competitors, but with AppDynamics competitors, you can't get these same diagnostics with the low installation and the low footprint. For us, these top three features go hand in hand.
- We're a services organization, so we use AppDynamics with our customers. It has allowed us to expand our footprint in the application management business with virtually all of our major accounts. We were able to expand and go into other applications that we weren't in or offering previously. We have a new value proposition for our customers- enhanced visibility, enhanced stability, and we can reduce our costs to them because our cost structure is reduced by using AppDynamics. We have other examples like this as well where AppDynamics has improved the way we function and operate.
- Room for Improvement: AppDynamics should try to find some measure of support or functionality in an SAP and Peoplesoft environments.
- The support organization is very good and responsive. They go the extra mile to help solve issues. If you're having an issue, they'll get on phone and a WebEx, which not all other support organizations will do.

WHAT REAL USERS ARE SAYING...

"We've had experience using dynaTrace, CA & Gomez but AppDynamics excels in terms of implementation, footprint & overhead."

"Enables us to track down slow transactions quickly."

"AppDynamics provides a lot of data. It has allowed us to find critical memory flaws in our application."

"Makes it very clear when/where the issue is occurring. Allows us to quickly find and solve the root of the problem."

REVIEW BY A REAL USER

reviewer121719 Verified by IT Central Station
Application Engineer, Manufacturing Company
with 5000+ Employees

SUMMARY

- We have been using this solution for a little over 6 months in total.
- By far the most valuable/important feature for us is the ability to correlate the performance of individual business transactions across multiple nodes and applications in our environment.
- We had been using YourKit for very specific profiling when needed, however since using AppDynamics we have been using that tool less and less. Also, I like the fact that AppDynamics uses statistics/standard deviations to determine slow transaction thresholds. We have a variety of different apps in our environment and "slow" means something different to everyone.
- Usually when a performance issue occurs there is a lot of finger pointing and spin that happens as a result. AppDynamics makes it very clear when/where the issue is occurring and it makes us quickly find and solve the root of the problem. It has also helped us foster more trust in our teams and the applications those teams build because everyone is being monitored by the same application.
- The alerts and pro-active monitoring need work. I have found it very cumbersome to setup meaningful rules. This has led us to use the tool as a reactive tool instead of a proactive tool. Also, it would be great if this could be an iPad app (or at least not flash) so we could have easier access when working remotely. Lastly, this app needs better support with LDAP authentication (see below for more details regarding this topic).
- Previous solutions: no, another part of our company used New Relic though. We could not use that solution because it is cloud based and the specific data our group interacts with cannot be externally hosted.



REVIEW BY A REAL USER

11820DevOpsEngineer Verified by IT Central Station Engineer, Tech Vendor with 1-500 Employees

PROS

- New Relic was very easy to deploy and had minimal impact on our environments.
- Visibility was near-total out of the box and support was extremely helpful in adding the missing instrumentation into the product.
- New Relic supports a good mix of environments, which is important to us as we work with several languages.
- Support for background tasks is also an important feature for us, which is usually not as well covered in other products.

SUMMARY

- APM products are something that needs to be well-tailored to your specific needs and environment.
- For the project I'm currently working on, we chose New Relic after a bakeoff with another vendor. Both products were great, but New Relic came up on top and we've been very happy with the insights it provides.

REVIEW BY A REAL USER

FrancisM Verified by IT Central Station Head of Data Center, Higher Education Institution with 500-5000 Employees

PROS

- New Relic has proven itself as a very reliable and convenient way to monitor your servers and applications.
- Compared to other cloud-based offerings, New Relic is easy to install and provides a lot of information to you in a very convenient and easy to understand dashboard.
- I chose to test drive New Relic after seeing the graphs from a fellow sysad. I was amazed at

WHAT REAL USERS ARE SAYING...

“Unique model, ultra-modern product.”

“Great monitoring product. Potential privacy and security issues but the cons might just be too tempting not to try it.”

“Great application but still lacks a bit in non application monitoring.”

“I’ve used new relic with my rails apps for over a year now and like the service a lot.”

the level of information and detail that I saw that I decided to try it out myself.

- What's even more impressive is that you can share monitoring servers or apps with other members of New Relic.
- Notifications are also available via email, and all of the notifications for my servers and services arrive on time. This allows me to immediately check what is happening and take appropriate action if necessary.

CONS

- One major issue for me with New Relic is data privacy. Though installation is a breeze for most operating systems, the thought of installing a monitoring application and seeing a lot of information about my servers or applications somewhere is somewhat nerve-racking.
- Right now, I do not know what other information is being sent to New Relic's servers and I don't have any control as to what is being monitored and sent. This can be a major issue for some companies, and care must be taken as there is no settings page presented during installation to enable or disable certain parameters for monitoring.

SUMMARY

- Overall, New Relic is a great product is recommended for use. Just make sure that you understand the potential privacy and data theft issues associated with cloud-based services.
- Personally, I would like to have an options pages during installation detailing what can be monitored and allow me to only select certain parameters to be reported. Also, network usage of the tool should also be profiled as it might consume a significant amount of your bandwidth if you have many servers being monitored.



REVIEW BY A REAL USER

Isaac Earl Verified by IT Central Station
Software Engineer, Tech Services Firm with
500-5000 Employees

OVERVIEW

- I have used Foglight professionally for about 2 years.
- The ability to make any number of amazing dashboards in the Foglight Management Server is probably the most useful feature for me. This is really enhanced when you add the data from some of the other tools such as Foglight Experience Monitor.
- We also had Foglight Performance Monitor which ended up being key for us in finding slow queries and locks etc.
- With Foglight experience monitor we were able to create custom dashboards for many varied different groups within our organization. Server status dashboards in the NOC, concurrent users and page response times for our business customers, and overall application stack overview dashboards for our operations engineers. This means that different groups in our organization could see the things that pertained to them.
- Before we setup Foglight we were having unplanned outages in our PeopleSoft systems on a relatively regular basis. Our PeopleSoft environment even gained a reputation as being a bit unstable or "slow". After simply installing the FMS and agents on the servers, we suddenly had access to much more information about what was happening in the system. The alarms and historical view helped us pinpoint what was actually causing the crashes and eventually fix all the problems, even if we had to investigate AFTER fixing everything.
- When we first turned on Foglight for the first time, it was like a fire hose. It was difficult to tell which alerts were important and what was not. It took several weeks to sort through all the alerts and tune the thresholds to appropriate levels etc. It is a double-edged

WHAT REAL USERS ARE SAYING...

"Realtime email and pager alerts and history reports provide valuable information for DBAs to resolve the issues."

"Valuable features include the Transaction Recorder, Transaction Response Time and Management Server."

"Improved the way we respond to database issues as it has made us more proactive."

sword because it is important to see all the data and find out what is important for your organization but it is a lot of work.

- Secondly, even though the need to create completely custom agents is very limited, it would be really nice if the documentation for creating agents was a little better. It took us quite a long time to figure out how to do it.
- Other Solutions: yes, HP's various products (I say various because they have a lot of overlapping tech in this area), CA APM and other tools, and various other products. In my honest opinion Dell's offerings (formerly Quest) is the most mature.

REVIEW BY A REAL USER

Pnyarko Verified by IT Central Station
Database Administrator, Financial Services Firm
with 1-500 Employees

OVERVIEW

- Use of Solutions: 3 years
- Valuable Features: the alert system, Performance tuning (PA) and the monitoring capability
- Improvements to Organization: has improved the way we respond to database issues as it has made us more proactive. For example: the alerts systems now give us a global picture of locks, thresholds, etc. for our database systems.
- Deployment Issues: we had issues with deployment in the beginning until we had an expert guide us through the process.
- Stability Issues: not an issue if you have enough resources on your system to handle the load.
- Scalability Issues: so far so good. We have not encountered any issues with scalability. This solution is being used to monitor 20 plus databases.

REVIEW BY A REAL USER

EricL Verified by IT Central Station
Infrastructure Expert, Financial Services Firm with
500-5000 Employees

PROS

- Does a great job with Microsoft technologies.
Decent with other technologies (Unix/Java)

CONS

- Very expensive now that you are forced to buy
entire System Center suite, comparable to
other monitoring solutions that include basic
APM.
- Dashboards are pretty weak.

OTHER DETAILS

- With 2007R2 we've done some basic
monitoring: The out of the box disk and
service monitoring, some text log monitoring
and remote port monitoring for service
availability of databases, WebSphere, etc.
- We're moving to 2012 soon and will expand on
what we've currently done. Text log monitoring
is supposed to be a little better (Monitors
instead of just Rules via the MP templates),
plus 3 state (green, yellow, red) disk instead of
2 state (green, red). Plus we're going to use
the JMX monitoring. Today we're using Quest
Management Extensions for WebSphere
"monitoring" (mostly just perf stats collection).

REVIEW BY A REAL USER

Mgrops219 Verified by IT Central Station
Manager of Operations, Outsourcing Company
with 5000+ Employees

PROS

- Well suited to handle MS Apps!
- Good community to get support from Good
reporting.
- Lots of features in the "package"

WHAT REAL USERS ARE SAYING...

"Good for Microsoft-centric environments."

"Expensive, but delivers what we need!"

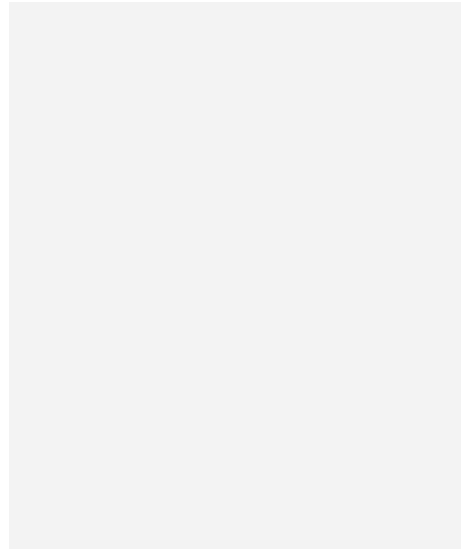
"Valuable features include availability and dashboards but reports need to be improved."

"Microsoft Product monitoring is very valuable but monitoring non-Microsoft products has room for improvement."

- The good reporting capabilities was one of the major functions that made us choose SCOM as the tool for handling MS application operations (only used for that, not the OS platforms).

CONS

- Need work to minimize the amount of events transferred to Incident systems.
- High License cost for the 2007 version.
- Super High cost for the 2012 version due to change to a CPU based.
- Need lots of HW to handle 1000 servers application operations



Visual TruView

Vendor: Fluke Networks www.flukenetworks.com



REVIEW BY A REAL USER

Dermot Tobin Verified by IT Central Station
Senior Project Manager, Local Government with
500-5000 Employees

SUMMARY

- TruView leverages key data sets such as stream-to-disk packet storage, application response time, transactional decode, IPFIX (NetFlow), and SNMP to present analytics through a single reporting interface
- With TruView you can get a high-level overview of what's going on with a particular site or a particular application very quickly. It's very easy to interpret. We can see which applications are having or causing problems. With our previous solution, it took much longer. And, of course, with TruView you can drill down into the data when you need to take a closer look.
- We chose the TruView because it offered better value than the other performance monitoring solutions we saw.
- Before deploying the TruView, performance monitoring was fairly manual. We'd used and were very familiar with NetFlow. With TruView, we have a much better view of application performance, particularly from the user perspective.

REVIEW BY A REAL USER

reviewer68994 Verified by IT Central Station
VP of Network/Comms/Infra, Financial Services
Firm with 500-5000 Employees

SUMMARY

- We selected Fluke Networks because of its combination of capabilities, price and its ability to be a turnkey solution for a wide variety of visibility issues.
- We saw the benefits of using it within days, as it was able to identify some unexpected disk-to-disk replication that was causing a network slowdown. In another case, it helped to uncover storage replication traffic between three branch offices that was also affecting

WHAT REAL USERS ARE SAYING...

"We lacked visibility into network and application performance, so we chose Visual TruView to proactively manage our network."

"5 star product!"

"TruView provides a high-level overview of what's going on which enables us to address issues quickly."

network performance.

- I see VPM playing a key role in managing and optimizing our entire network infrastructure.
- VPM gives us a level of insight we previously didn't have and will allow our team to work more collaboratively to solve IT challenges. It's already proven itself as an indispensable system and the go-to resource when evaluating problems, planning changes or taking the pulse of the key systems.

REVIEW BY A REAL USER

David Varnum Verified by IT Central Station
Manager of Engineering, Retailer with 500-5000
Employees

SUMMARY

- It gives me complete visibility into the application layer and when problems emerge, I can identify the source and work to fix it before it has an impact on the business.
- We can monitor all of our key sites and applications easily, immediately see if and where a problem is occurring, drill down into extensive details if needed, and isolate and fix the issue in real-time. It's our eyes and ears for the network, and it's made the engineering team shine.
- From the moment TruView went live we had instant visibility into pressing issues and were able to immediately fix problems and do application rollups.
- It's simple to use. I can easily set alarms for application performance, site performance, network performance and more. There's no need to manually correlate data and I can instantly prove or verify if a problem was the result of a networking issue.

Diagnostics

Vendor: HP www.hp.com



REVIEW BY A REAL USER

Ravi Suvvari Verified by IT Central Station
Project Manager, Tech Services Company with
5000+ Employees

PROS

- HP Diagnostics is a very good monitoring tool especially for transaction level monitoring.
- It shows hot spots which can be drilled down to DB level, table, query, SP's, record and field level and also at Object level, Classes level, method or Augment levels instead of pinpointing bottlenecks at layer level it goes deep inside for information.
- It has very good tracing capabilities despite being an agent-based tool compared to other agentless monitoring tools.
- Overall a very good tool for monitoring application diagnostics for quick and easy resolution with help of thread information.
- Java Thread State Analyzer feature- no need to compare thread stack traces like we used to do earlier now we can easily visualize Java thread states quickly and easily identify culprits like blocked, Deadlocked, Running, I/O, Sleep, waiting, starving, unknown threads etc. Also we can pinpoint where the problem is with browser-based applications in detail by breaking further. Part 1: Java Thread State Analyzer Part 2: .pdf export Part 3: Dashboard Creator Part 4: Thresholds and Alerts

CONS

- Price is a little expensive for the number of license points.
- HP Diagnostics trainers are not available in market and no proper support from HP for any diagnostics level queries or issues.

WHAT REAL USERS ARE SAYING...

“Very good for transaction level monitoring, but expensive and HP needs better support and training.”

“It is very reliable and works perfectly well in monitoring our applications. However, getting support for this program is not easy.”

dynaTrace RUM

Vendor: Compuware www.compuware.com



REVIEW BY A REAL USER

Larry D. Verified by IT Central Station
Director of Infrastructure, Financial Services Firm
with 5000+ Employees

PROS

- We recently upgraded to Compuware APM v12 (dynaTrace RUM) from APM v11.x. The product was fairly straightforward to set up and once you have it running in an operational environment there is very little administration needed.
- The real-user-monitoring (RUM) technology is very mature, easy to use, and integrates easily with the rest of the APM suite. The new APM v12 portal concept is outstanding, allowing 100% customization for the executive dashboard. The new methods for portlet design (i.e. publish and subscribe) are easy to learn, and you will be configuring some very useful dashboards by the end of the first day.
- The capabilities of the Real-user-monitoring (RUM) technology and ease of use for technical drill downs is exceptionally good. I'm very pleased with the attention that Compuware gives their customers and the support process. Their technical team is very knowledgeable and works to resolve issues quickly. I would add Compuware APM v12 (dynaTrace RUM) to any short list for evaluation.

CONS

- The one caveat when configuring new portlet subscriptions is that there is a soft memory leak on the client side when using Internet Explorer, so we use Firefox for configuration changes. It's my understanding that this will be addressed in APM v12.1 released early 2013.

OVERVIEW

Upgrade Approach- Since our SLA reporting metrics are done with another tool there was no need for a database conversion. This allowed us to build the new environment and run it in parallel

WHAT REAL USERS ARE SAYING...

"Fantastic Product!"

"Good tool for troubleshooting our website."

"The technical capabilities are strong and ease of use for technical drill downs is exceptionally good."

with the old, and then cut over once we had all of the traffic configured. For our existing Data Mining Interface (DMI) custom reports we used the export/import (XML file) feature which worked just fine.

3rd Party Integration- The new architecture is moving away from Vantage View being the point of integration for sending alarms so we configured the Central Analysis Server (CAS) for 3rd party integration via SNMP traps. One item to be aware of is that any new alarm definition created on the CAS will create a new MIB file that must be loaded on your SNMP trap receiver.

Existing User Transition For existing dynaTrace RUM users Compuware has provided all of the old APM v11.x reporting capabilities under the “deprecated reports” tab within the Data Mining Interface (DMI). This is very helpful for the support teams in making the transition to the new APM v12 GUI.

REVIEW BY A REAL USER

ops218 Verified by IT Central Station
Operations Expert, Tech Company with 5000+ Employees

PROS

- Easy product to set up and very little administration once the product is in operation.
- Real User traffic 24x7, nice reports, and our customer is very satisfied with the results.
- The Dashboard gives us a quick view of where the application problem is which means quicker resolution times.
- Pleased with the attention that Compuware gives their customers and the support process, when needed, works rather smoothly.

CONS

- Probably, like so many other products out there, the database reporting engine has an awful lot of metrics that can be used for reports. Could also be considered Pros!

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This report features just a few of the application performance management reviews on IT Central Station. If you would like to read more about what real users are saying about the many application performance management solutions on the market, visit the Application Performance Management page at IT Central Station:

<http://www.itcentralstation.com/category/application-performance-management>

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If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.