Site24x7: Powerful, Agile, Cost-Effective IT Management from the Cloud

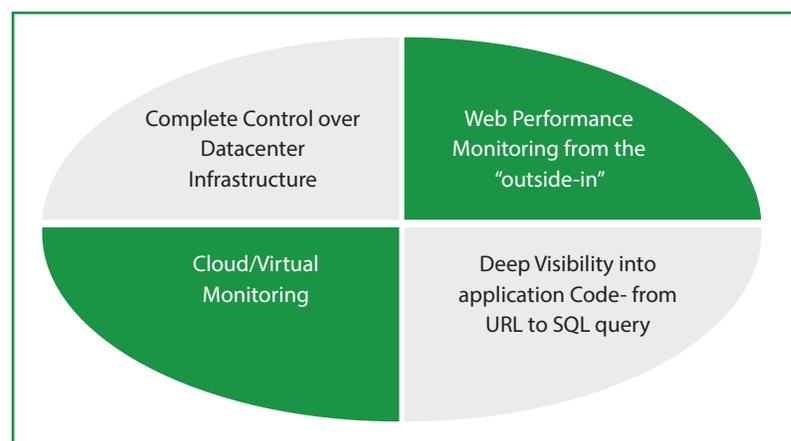Ensuring Optimal Performance and Quality Web Experiences

Introduction

Application development and operations have evolved. Today's mobile and cloud apps use specialized technology components that help scale. However, these specialized components such as application servers, in-memory databases, NoSQL databases, messaging systems, custom-built code, and 3rd-party services, along with commodity hardware, make it harder for operations and development teams to troubleshoot performance issues. **Simply put: There are too many potential points of failure in your Web delivery chain.**

In addition, your Web pages are bigger and more complex and feature-rich than ever before. For example, the average Internet Retailer 200 site contains seven third- party scripts, with some containing 25 components or more pulling resources from different hosts and locations, each representing an additional potential failure point for you, outside of your control. At the same time, your users are more demanding than ever. Your applications must perform or your customers may switch to your competition or overflow your helpdesk (two words in the context) with internal requests.

Therefore, the best way to protect user experiences and revenue is to take your customer's perspective, and holistically test, monitor and measure your Web performance from the outside-in, closer to where your customers are. The solution?

Meet Site24x7

Site24x7 delivers unified Website monitoring from a user's perspective, datacenter & cloud management, and deep application code visibility, together in one console, to make your life easier.

Complete Control over Datacenter Infrastructure	Web Performance Monitoring from the "outside-in"
Cloud/Virtual Monitoring	Deep Visibility into application Code- from URL to SQL query

Site24x7- Complete IT Management as a Service: 4 Solutions-in-1-view

1. Web Performance Monitoring, from outside the firewall, closer to your users

Due to the diverse nature of the internet (billions of users worldwide using a variety of Web and mobile devices to interact with your Web apps), it is critical to ensure that users can access your website and Web-based applications 24 hours a day, seven days a week. Otherwise, revenue, IT and employee productivity, brand and your competitive advantage are at risk.

With Site24x7 SaaS monitoring services you can:

- Continuously simulate and test user experience from multiple Site24x7 monitoring locations, and find problems before customers are impacted.

- Validate that critical Webpages and key business processes are performing top-notch from start to end (shopping carts, search functions, marketing lead registration forms, Salesforce interactions…)

- Report and alert on availability, content errors or performance issues at the first sign of trouble.

- Ensure that edge devices, DNS infrastructure, and CDNs work as configured.

- Check that rendering a web page in a browser works properly.

- Identify geographical response time discrepancies across locations and regions.

- Detect hacked content much faster.

- Select Web hosting and other 3rd party providers, and verify external SLAs are properly met

> **These are monitoring capabilities you can only get through a SaaS monitoring service deployed in multiple nodes and locations around the world, closer to your users.**

2. Datacenter Monitoring

With Site24x7 website monitoring services, you get a performance indicator from an end-user's perspective. Take it one step further - get deeper visibility into key infrastructure metrics (CPU, memory, services, disk, network usage...) to ensure a reliable backend infrastructure. Site24x7's server monitoring lets you oversee health, availability and performance across Web servers, application servers, databases, mail servers, intranet portals, ERP systems, payroll applications, and any other resource running in your datacenter.

Users are more demanding than ever, so ensuring optimal Web performance is critical for your organization.

- **74%** of external users and **73%** of internal users expect faster web applications (Forrester Consulting, 2012)

- A **one-second delay** in web response time can reduce conversions by **7%**, page views by **11%** and customer satisfaction by **16%** (Aberdeen Group)

- **40%** of online shoppers will leave a website that fails to load in **three seconds or less** (Akamai sponsored research)

With Site24x7 you can ensure continuous quality Web user experiences.

Site24x7 is proven and trusted by thousands of organizations worldwide including HP, Sage Technology, Ericsson, Siemens AG, Symbian, Readers Digest and others.

With Site24x7 SaaS Infrastructure Monitoring Service you can:

- Gain insight into server capacity and performance across any system in your datacenter

- Understand system usage patterns and react to dynamic Web traffic requirements

- Validate that DNS servers are resolving domain names correctly

- Monitor performance of Mailboxes, Hub Transport, Client Access, Unified Messaging and Edge roles in your Exchange deployment. You can even track complete mail server round-trip time

> **How?** With an install-once-and-forget-about-it philosophy, Site24x7 utilizes small-footprint lightweight agents to provide real-time server monitoring capabilities without impacting your application performance. You can even deploy it in multiple machines at once, using our bulk installation option.

3. Hybrids, Public, Private Cloud Monitoring

Cloud and virtualization are key technologies for organizations seeking to improve the flexibility and scalability of applications and services delivered to end- users. Unfortunately, Web experience will be negatively impacted when cloud or virtual resources underperform. This is why Site24x7 also gives you complete visibility and control over your cloud/virtualized infrastructures.

With Site24x7 Cloud/Virtual Monitoring Services you can:

- Oversee VMware vSphere hypervisors and virtual machines as well as Amazon EC2 and RDS Web services, and ensure they are performing at peak levels

- Quickly identify VMware ESX/ESXi servers running short of resources

- Detect and resolve issues quickly before the end-users are affected with the help of various out-of-the-box graphs, and instant alerting mechanism

- Automatically share performance reports to ensure cloud resources are properly allocatedExchange deployment. You can even track complete mail server round-trip time

> **How?** Simply configure VMware or Amazon Web Services monitors and start overseeing performance right away.

5.Deep Application Code-level Visibility

New mobile and cloud applications have lots of specialized software components, and custom-built code. Therefore, operation teams, with additional responsibility in a DevOps culture need application code visibility to troubleshoot issues and root cause, and pass on useful triage info to development counterparts. This is why our Site24x7 APM Insight offers real-time application performance monitoring for Java, .NET, Ruby on Rails, PHP and Node.js production apps, with deep code-level visibility.

With Site24x7 APM Insight you can:

- Capture end-to-end transaction traces – from URL to SQL query– in real-time

- Detect underperforming methods, slow components, deadlocks or hanging threads much faster

- Track database response time and throughput as well as database operations by caller (item, inventory, category, etc.)

- Troubleshoot root cause and send deep diagnostics information to your development counterparts

> **How?** Download the APM Insight Agent and deploy it in your application instances. The agent will automatically trace real-time transactions and code-level metrics, and pass it on to the Site24x7 Console.

Summary

By combining in one view Web performance monitoring information from your user's perspective, key performance indicators across datacenter & cloud infrastructure, and deep application code visibility, life for IT Operations teams across SMBs and Enterprises is about to get much easier!

What are you waiting for?
Take your IT Management to the next level. Sign up with Site24x7 here.

About Site24x7

Site24x7 offers cloud infrastructure monitoring for IT which includes unified website monitoring from a user's perspective, application performance monitoring, server monitoring and public and private cloud monitoring. The monitoring is done from multiple geographical locations across the world thus giving you a global perspective of the end-user experience.

With a global monitoring network of 50+ locations, Site24x7 helps you check the performance and uptime of your websites, web applications, DNS or mail servers from a global perspective. Site24x7 supports various protocols like HTTP, HTTPS, SMTP, TCP, IMAP, SSL, Ping etc. The web application monitoring capability simplifies multi-step web transactions.

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