

# Performance Guard™

See IT the way your users do!



## Business Transaction Monitor Module - Optimize business productivity and IT investments by monitoring

### ADVANTAGES

- No need to update the Business Transaction Module when applications are updated
- Rapid identification of business and Web application transaction processing issues
- Provides true view of end-user experience – the most important service metric
- Delivers information for proactive management of critical business applications
- Increases IT staff and user productivity
- Decreases cost of IT maintenance and help-desk support

**As companies increasingly seek to evolve IT from a cost center into a strategic business partner, IT management needs the ability to measure actual system performance and its impact on the organization. Performance Guard™ empowers IT to monitor its influence on service quality and staff productivity, as well as the overall value it delivers to the business.**



It's been proven that the most important IT service metrics are captured at the end-user level. However, organizations typically lack this ability, and therefore, are not able to manage IT as a business service. They are not only spending countless hours trying to find the root cause of end-user complaints, but they are missing out on the opportunity to proactively manage IT systems and achieve a much higher return on their investments.

The Performance Guard™ Business Transaction Monitor Module is the only product on the market to enable IT staff to gain real-time measurements of actual business and Web application transaction processing times from the clients' perspective. With it, IT is able to monitor and measure transaction performance and its impact on service quality, employee productivity and overall value to the business.

By having the ability to identify performance issues quickly and proactively, IT will be able to manage their discipline as a business service while optimizing their investments.

### How it Works

The Business Transaction Monitor Module

is layered on top of Performance Guard™ – a standard, off-the-shelf solution that provides the ability to monitor end-user quality of service by delivering consistent, accurate measurement of application performance from the end-user perspective in real time. The Business Transaction Monitor Module takes Performance Guard™ capabilities to the next level by measuring the exact time it takes for an end-user's PC to process business and Web application transactions.

### Business Application Transactions

By engaging timers on selected applications, IT staff can define the transactions to monitor, including an option to incorporate the time it takes for the end-user to act, and obtain realtime measurements of processing time from the client's level. The Business Transaction Monitor Module supports all applications that allow access to the source code, so companies can monitor performance of critical programs, such as accounting, customer service, sales force automation, or human resources.

For example, a contact center manager may need to understand exactly how agents are spending their time on calls. With the Performance Guard™ Business Transaction Monitor Module, IT can closely examine as many business transactions that take place during the call from the time it was answered to the time it was completed. Perhaps they need to determine how long it is taking for the agent to access an existing customer's record, update it, or create a new one. By placing timers at the start- and endpoints of these transactions, the contact center manager will gain an accurate understanding of the time it takes for the entire transaction, including all of its logical components, to be carried out. This data can then be examined across agents and/or geographies to determine performance baselines and goals.

### FEATURES

- Works on business and Web application transactions
- Place as many timers within an application as you wish
- Obtain real-time, actual data on the end-user experience
- Provides unlimited application support
- Extremely easy to set up and use



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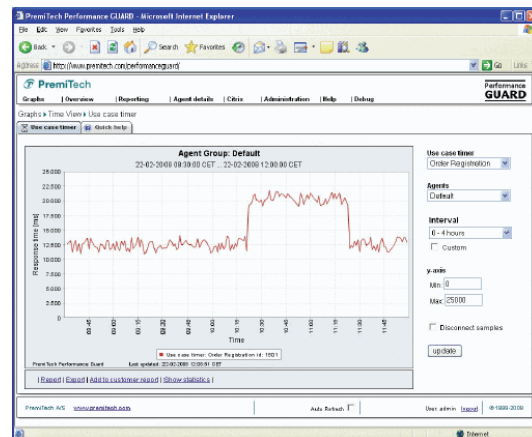
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## Web Application Transactions

For Web-based application processing, such as loading a home page or conducting business over the Internet, the Business Transaction Monitor Module can also provide response times for any transaction involved in the process. By setting up transaction filters – for either http or secure https applications – IT staff can gain an understanding of how often the transaction is taking place, as well as the minimum, maximum and/or average processing time. This provides visibility into which Web transactions are consistently slow, so they can be optimized for better performance.

The Business Transaction Monitor Module will list all of the possible transactions that can be monitored. The user determines which to monitor, or s/he can monitor all of them, without impacting the source code. Ideal for application developers and testers, ASP solution providers or e-commerce vendors, the Business Transaction Monitor Module enables them to monitor any application that is launched from a browser to gain real-time insight into actual transactions from an end-user perspective. They are also able to perform trend analyses over time.

Take as an example, a sales force that uses the Web-based automation program Salesforce.com. The sales manager doesn't want them wasting time waiting for the application to respond when they are searching for a prospect's record or saving a new customer record. IT can view all the transactions involved in these processes to determine which are being used most often, which are the slowest, and therefore, which ones need adjustments. Or, a Web master can examine the transactions involved in accessing a Web site to see which elements are causing the most latency, and then optimize the Web page.



*The Business Transaction Monitor Module times an average order transaction taking 12,5 seconds in the morning and suddenly jumping to 20 seconds in the afternoon.*

## About CapaSystems

CapaSystems A/S is dedicated to increase client efficiency, productivity and profitability by providing expertise and cuttingedge standard software to leverage the potential of IT system performance.

This dedication has lead to a Microsoft Gold Certified partnershp since 2004.

For more information on any of our products or services please visit us on the Web at: [www.capasystems.com](http://www.capasystems.com)

### European Headquarter:

Roskildevej 406  
DK-2640 Hedehusene  
Phone +45 7010 7055

### Americas:

400 Commonwealth Ave.  
Boston, MA 02215  
USA  
Phone: (732) 432 842



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