



## Newtest

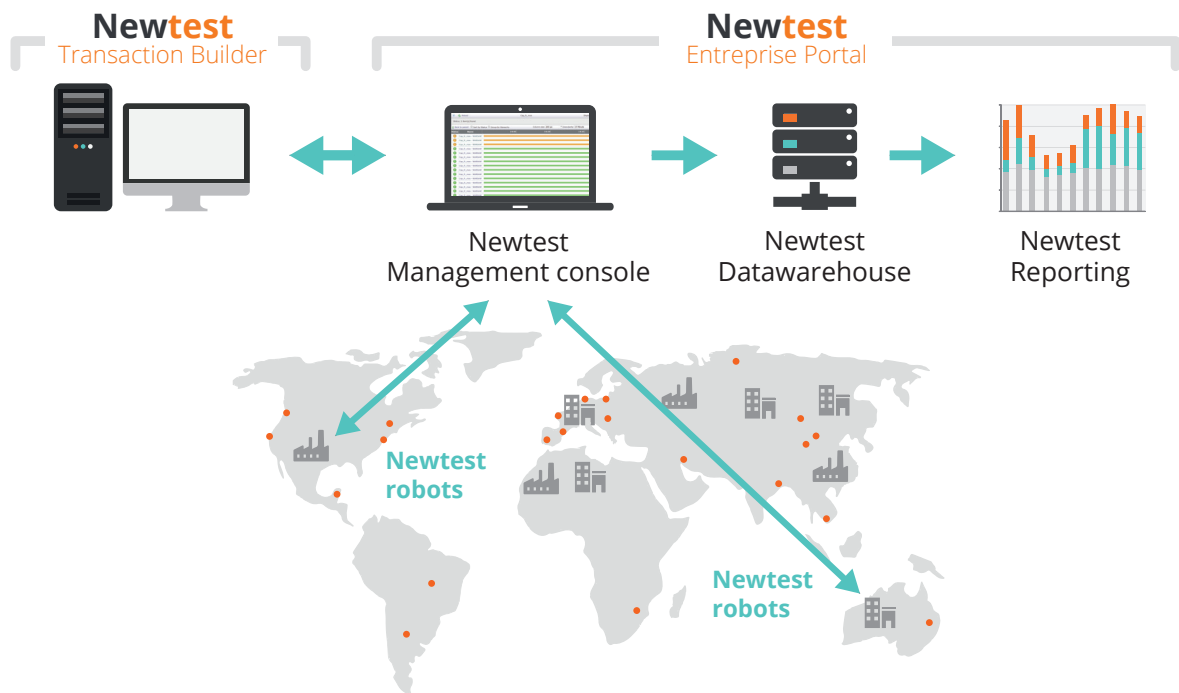
Take charge of the performance of your critical applications and keep your users satisfied

# Monitor the performance of your critical applications

Newtest measures the perceptual quality of critical applications from the end user's point of view.

This solution proactively measures the availability, performance, and response times of your critical transactions (business, web, mobile, thick client and other applications) every day, around the clock.

Each Newtest Robot regularly simulates business transactions from representative points in your company. Active monitoring shows you the availability, response times, and performance of your critical application services at any moment. This way it is easy to identify errors fast, be notified promptly, and fix them before they affect users.



## Newtest 24/7 monitoring

### How it works

Newtest's classification system combines the business dimensions of your applications with the locations of your subsidiaries or users. This classification lets you track user impact against your business baseline in real time (monitoring) as well as in reporting tools (SLAs).

#### ► Create & Deploy

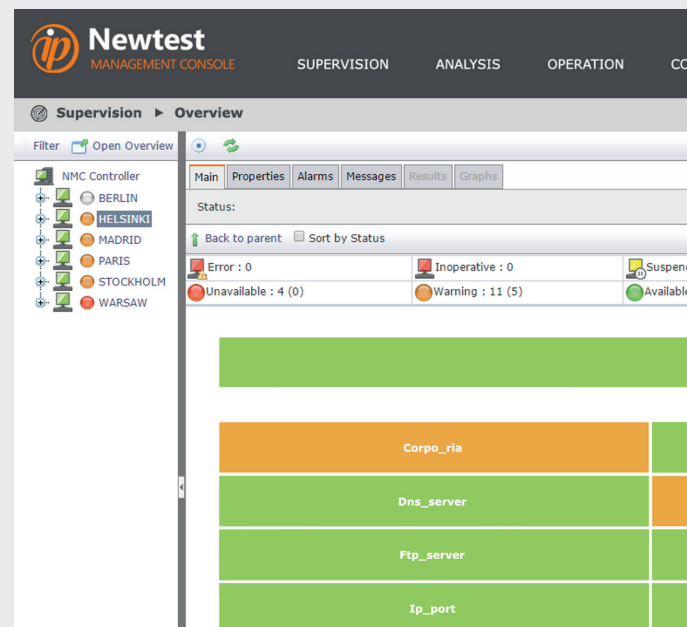
Critical transactions are configured using Newtest Transaction Builder. They are then issued to Newtest Robots.

#### ► Measure the quality of application services

In accordance with a frequency and calendar that are defined beforehand, Newtest Robots replay business transactions to proactively detect any deterioration or unavailability and alert designated staff.

#### ► Supervise & Report

The measurements conducted by the robots are centralized immediately. They are used to generate quality of service dashboards and provide real-time monitoring of application services.



## An open system

Newtest measurements can be correlated with technical and/or business metrics to assess the impact of the infrastructure on “user” quality of service, or relate degraded application performance to a downturn in business activity.



### Integrates real-user (RUM) web metrics

NMC (Newtest Management Console) can include web performance metrics collected from real users using ip-label's 'RUM BI' SaaS. This brings you heightened visibility into all types of devices (smartphones, tablets, etc.) by geographical location and in custom dimensions (application version, server reference within a cluster, and more).

### Integrates Datametrie SaaS transactions

Include scenarios on your internet/extranet sites from 60 locations on the worldwide Datametrie network.

### Open to monitoring tools

The supervision data (status of transactions and robots, diagnostics, etc.) displayed in Newtest Management Console can be made available to third-party products via SNMP traps or an optional web services SOAP interface. This cross-compatibility allows you to view Newtest supervision information on existing hypervisor solutions.

### Open to business intelligence tools

Newtest Datawarehouse is organized around axes of analysis which facilitates use by tools like Business Objects, Cognos, Hyperion, and others. Newtest Datawarehouse is documented and available in SQL Server and Oracle formats.

## A reporting universe

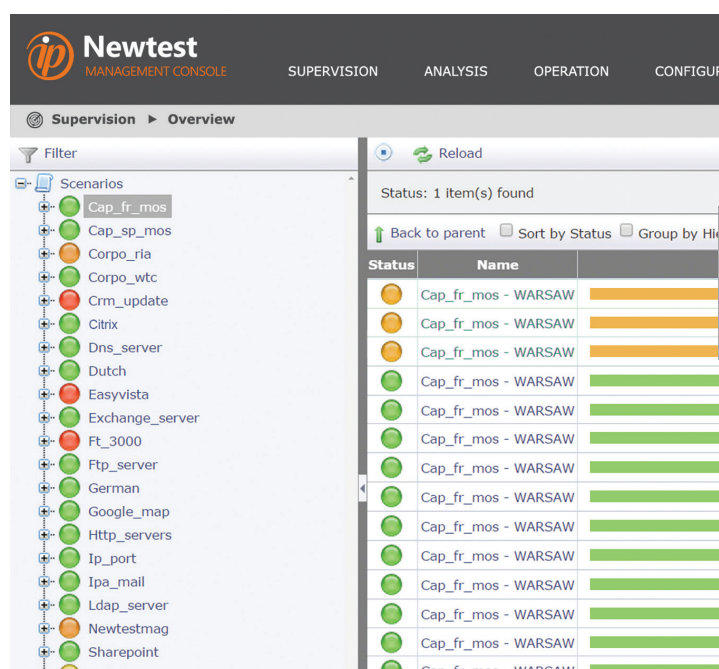
Newtest Reporting shows you how your applications' service levels are doing against SLAs, with a choice of some fifty pre-formatted reports. These reports can be exported (PDF, Excel, etc.) for programmable e-mailing.

## Operations display

This option gives control room staff a simplified supervision console display in the form of an “image wall”. Each block in the grid shows the real-time status of a monitor (OK, degraded, unavailable, maintenance) as well as the duration of any alerts underway.

## A central supervision console

The supervision console displays in real time the errors and diagnostics generated by measurement scenarios. This console also allows configuration and centralized administration of Newtest components.



## Boost your users' satisfaction and productivity:

- ▶ Monitor critical transactions proactively, 24/7
- ▶ Save time detecting and resolving incidents
- ▶ Measure response times and availability objectively
- ▶ Prevent and substantiate performance deteriorations
- ▶ Make service level agreements (SLAs) easier to write and negotiate



# User-Centric APM

Simple, smart solutions for successful APM



## Synthetic Monitoring

Proactively test the availability of your applications 24/7



## Real-user Monitoring

Measure the quality of experience of 100% of your users



## Troubleshooting

See right down to the line of code in your applications



## Performance Analytics & Dataviz

Make sense of your business, technical, and QoE data



## Assistance

Call on our APM specialists for everyday guidance

## Europe's leader in monitoring user quality of experience



**1000** customers around the world



A presence in **+ 25 countries**



**10 billion** data items analyzed/day



**ISO 9001:2008** certified



A network of accredited partners



A trustworthy third party