



**SERVICEPILOT APM MONITORING**  
*FULL-STACK IT PERFORMANCE MONITORING*

AVAILABILITY, PERFORMANCE  
& EVENT MANAGEMENT

**servicePILOT** 

## A FULL-STACK APM MONITORING SOFTWARE SOLUTION

ServicePilot is a complete monitoring solution for simple and complex application availability and performance. It collects key metrics and provides, through a user-friendly interface, all the essential features for incident management, availability surveillance, performance analysis, capacity management and SLA control for all your applications.

### TAILORED TO MEET THE NEEDS OF EACH IS TEAM

#### HELP DESK

Real Time Monitoring  
Alerts, Automatic Actions  
Maps, Impact Matrix  
Service Views, and  
Business containers  
Event Logs

#### EXPERTS TECHNIQUES

Morning checks  
Per technology customizable  
dashboards  
Top Analysis  
Capacity and  
Tendency Planning

#### DIRECTION

IT Service Maps and  
Weather Maps  
Automatic PDF Reporting  
Service Level Management

### TO UNIFY ALL YOUR TECHNOLOGICAL SILOES



#### Application Presentation & User Clients



#### Application Layer & Transactions



#### Application Data Layer



#### Application Infrastructure Layer



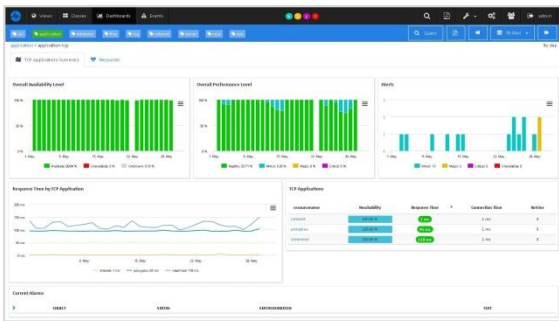
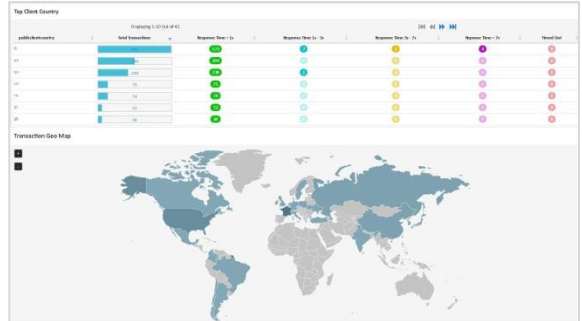
#### Application Network Layer



## ONE SOLUTION WITH MULTIPLE APM FEATURES

### WEB APPLICATION MONITORING

Monitoring of key performance indicators for web applications such as response time from different test locations. Measure your websites constantly to check their availability with test scenarios.

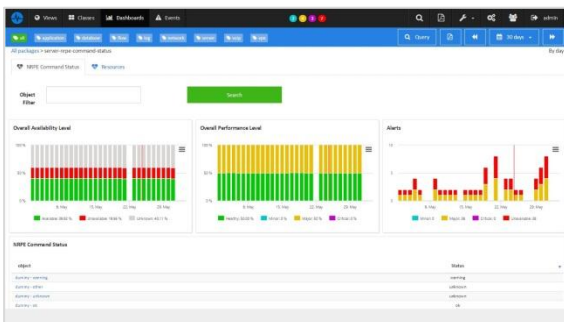
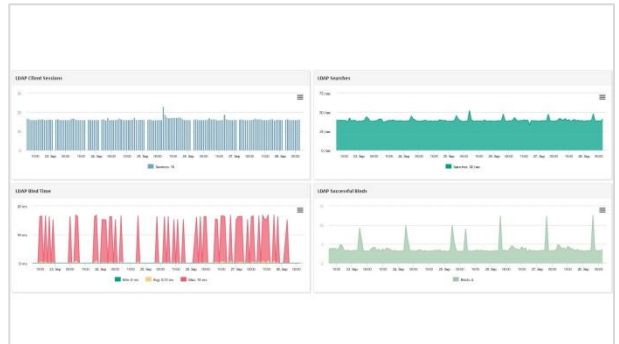


### TCP APPLICATION MONITORING

Presentation of availability, performance levels, alerts in progress for TCP applications in synthetic dashboards. Graphs enable rapid understanding of application response times.

### MONITORING OF MS EXCHANGE, LDAP...

Detailed monitoring of DNS, DHCP, Microsoft Active Directory services by analyzing Microsoft Exchange service response times for incoming and outgoing mail, queues and more.

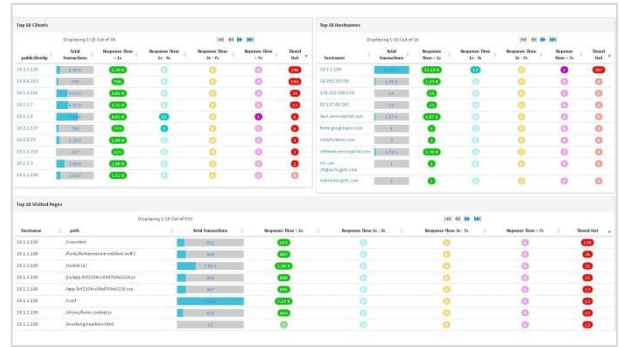


### SCRIPTS INTEGRATION

API that can be powered upon receiving Syslogs to automatically create from existing scripts a resource with different performance indicators within an application chain in your maps, generate alerts and integrate in built-in contextual dashboards.

## WEB HTTP TRANSACTIONS AND FLOWS

Analysis of each transaction to identify problems and prioritize patches that will ensure high availability and application performance. Synthetic dashboards provide a global view of the use of your Web applications.

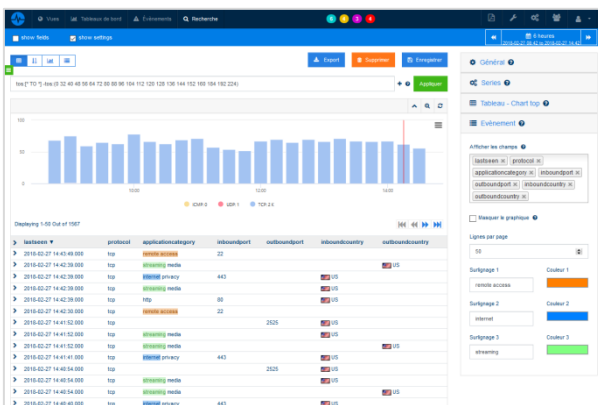
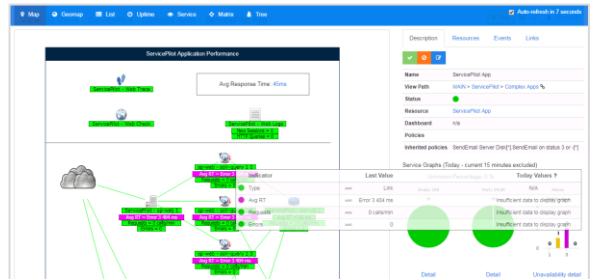


## .NET & JAVA APPLICATION TRACES

Without touching application code, get total visibility on the performance and service provided to users. Error rates, latencies in response times, details of SQL, Web queries, or in-depth analysis of transactions help to understand end-to-end application problems.

## DISTRIBUTED APPLICATION TRACES

Application code instrumentation for collecting and searching data to locate performance problems, even in the case of large distributed and micro services based distributed application architectures.



## APM ANALYSIS WITH NETFLOW NETWORK

In order to help identify the real problems impacting IT production NetFlow analysis can easily understand the behavior of your applications on the network.

## LES AVANTAGES DE LA SUPERVISION APM UNIFIÉE

### APPLICATION PERFORMANCE

To ensure that application performance meets the needs of employees and customers

### BUSINESS PERFORMANCE MONITORING

To create a unified view of your business, IT and application KPIs from a single platform.

### END USER MONITORING

To create superior digital experiences in your websites or mobile applications.

### INFRASTRUCTURE VISIBILITY

Get visibility into the impact of infrastructure on your application performance

## 7 REASONS TO CHOOSE SERVICEPILOT FOR FULL-STACK IT MONITORING



### EASE OF DEPLOYMENT

Provisioning files, drawing tool, built-in packages for 150 technologies, universal agent collection, automatic discovery of resources



### ADMINISTRATION SIMPLICITY

Windows installation, updates in minutes, no dependencies to manage



### COLLECTOR DIVERSITY

SNMP, Traps, AXL, CDR VoIP, RTCP, RTCP-XR, FTP, Netflow, Logs, Syslogs, SQL, SMI, Telnet SSH, scripts,...



### TRANSACTION ANALYSIS

Collecting user response times for JAVA, .NET, or HTTP application users



### MONITORING INTERFACES

Unified mapping of all IT elements, end-to-end business views, IT service weather forecast...



### ADVANCED PDF REPORTING

Preconfigured reports for each technology  
Capacity planning, trend analysis



### NOSQL DATABASE

Storage of data in a NoSQL database, wizards to simplify the creation of widgets, dashboards or ad-hoc searches...

### WEBSITE

<https://www.servicepilot.com>

### PHONE

+33 2 40 60 13 30

### EMAIL

[info@servicepilot.com](mailto:info@servicepilot.com)