🍽 🖉 ExtraHop

MAXIMIZE YOUR COMMERCIAL APPLICATION INVESTMENTS WITH EXTRAHOP

How you can analyze application performance to keep software vendors accountable



IN APM, OUT OF SIGHT IS TOP OF MIND

Many enterprises still rely on on-premises commercial off-the- shelf applications, such as SAP and Oracle E-Business Suite enterprise resource planning software, and Epic and Cerner electronic healthcare records systems. Yet newer agent-based application performance monitoring (APM) approaches can't be deployed on these applications without voiding service agreements, leaving IT Ops teams without the visibility needed to resolve performance issues.



GAIN A HOLISTIC VIEW OF COTS APPLICATION PERFORMANCE

The ExtraHop platform identifies what's going on with your on-premises commercial applications so you can proactively identify performance and security issues, keep software vendors accountable, and solve problems in clicks instead of hours or days. Here's how.



INCREASE APPLICATION INSIGHT WITHOUT VOIDING YOUR VENDOR'S SUPPORT AGREEMENT

While options to instrument the application are limited with commercial applications, IT Ops can tap into a breadth and depth of very detailed application performance data on the network, including server response time, errors, and database queries. By transforming raw network traffic into structured wire data in real time, ExtraHop makes sense of the communications on the network so that IT Ops teams can better understand and prioritize user experiences.

With ExtraHop, it's the difference between the vendor believing us and the vendor not believing us.

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USE WIRE DATA TO HOLD YOUR SOFTWARE VENDORS ACCOUNTABLE

No matter which commercial apps users rely on, when issues arise, IT Ops needs a way to determine "Is it our environment or something wrong with the app itself?" For instance, say your users rely on an SAP application and are experiencing lagging performance. SAP may well try to troubleshoot the issue, but could just as easily assert that you need to buy more server hardware. With ExtraHop, you can see the factors that might point to an application issue, such as a database SQL method taking too long, how much time is spent on network transfer and server processing, and forensic evidence of poor app performance through decoded packets.

Information is power, and ExtraHop empowers IT ops to hold vendors accountable to SLAs by showing hard evidence. This makes it easier for IT Ops to prove their own innocence when application performance is out of their immediate control, while also resolving user issues faster.

COMPLEMENT WHAT YOU'RE ALREADY USING TO STAY INFORMED, EMPOWERED, AND SECURE

By providing objective wire data, ExtraHop complements the app and log monitoring solutions you may already use, such as Splunk, AppDynamics, and NewRelic.

WIRE DATA

- Reconstructed from the raw packets on the network
- Includes application details such as errors, methods, and users
- Inclusive of TCP state machines and application information passed in L7 payloads
- Represents a tremendously rich source of IT and business intelligence

MACHINE DATA

- Ubiquitous time-series, eventdriven data
- Self-reported
- Nearly endless variety of information to be mined
- Can help IT teams identify overburdened machines, plan capacity, and perform forensic analysis of past events

AGENT DATA

- Derived from bytecode instrumentation and call stack sampling
- The "microscope" of ITOA architecture
- Useful for specific applications or devices that require codelevel monitoring
- Vital to DevOps

GET DOWN TO THE WIRE WITH EXTRAHOP

To learn more about ExtraHop for SAP, Oracle E-Business Suite, and other on-premises commercial applications, check out the ExtraHop application performance whitepaper:

EXTRAHOP.COM/APPS

ABOUT EXTRAHOP NETWORKS

ExtraHop makes data-driven IT a reality. By applying real-time analytics and machine learning to all digital interactions, ExtraHop delivers instant and unbiased insights. IT leaders turn to ExtraHop first to help them make faster, better-informed decisions that improve performance, security, and digital experience. Just ask the hundreds of global ExtraHop customers, including Sony, Lockheed Martin, Microsoft, Adobe, and Google.

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