KEEPING SOFTWARE VENDORS HONEST ABOUT PERFORMANCE

Ever try to prove a performance issue is because of your vendor's application? Chances are, they'll either blame your network infrastructure or say you need to provision more server resources. **Proving them wrong used to be impossible, but the truth is out there—on the wire.**

CUSTOM APPS WERE GREAT

SORRY IT OPS
You're on the hook but are at the mercy of your vendor support

COMMERCIAL APPS ARE BLACK BOXES

You had good visibility into and control over performance

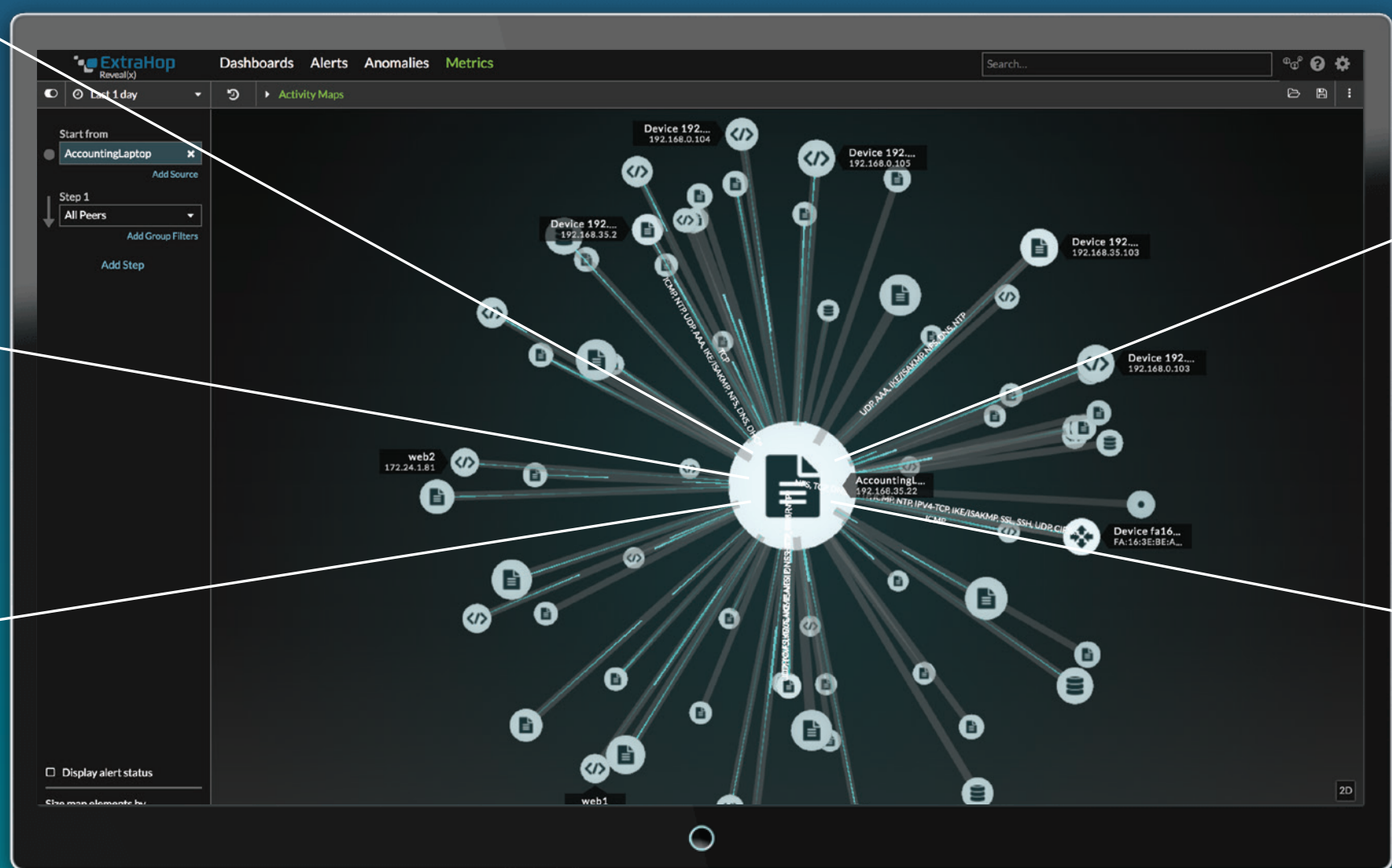No agents and limited logging means little or no visibiltiy

THE GOOD NEWS

There's untapped application and services insight in your network. Monitoring the data already in motion in your infrastructure ("the wire") offers a much more objective source of information

Analyze all application communications on the network

Provide deeper insight into transaction details

Monitor transfer times for every transaction

Measure server processing

Reveal errors, methods, and more

IS THE APPLICATION PERFORMANCE ISSUE
OUR FAULT OR OUR VENDOR'S?

OUR INFRASTRUCTURE

IS IT A LOAD BALANCER ISSUE?

NETWORK SATURATION?

WHAT ELSE IS HAPPENING ON THE SHARED RESOURCES?

IS THE SERVER OVERLOADED?

THEIR APPLICATION

SERVER & APPLICATION RESPONSE?

IS IT A MISCONFIGURA-TION ON THE APP SERVER

IS IT A BUG?

IS THE ISSUE AFFECTING ALL USERS OR A SUBSET?

ARM YOURSELF WITH THE INSIGHT TO FIX IT YOURSELF OR MAKE YOUR VENDOR ACT

Leveraging wire data in your APM approach does more than just keeping vendors honest.

Avoid the "blame game" with vendors and other teams

Drive 90% shorter MTTR

Keep users happy and productive

Provide stakeholders with reports on app performance

READ THE WHITE PAPER

Enhancing Your Application Performance Management Strategy with Wire Data

•• ExtraHop

KNOW EVERYTHING. FEAR NOTHING.