

Network & Application **SLA's**: Measure, monitor & report



Applications SLA

At SIMPLICA we believe that the best service is provided only when it is always available. But in practice this is not feasible. A service is always dependant on many systems and third parties working in unison. SLA monitoring and reporting becomes a critical part in service delivery.

Today Applications are deployed and access to them is provided over various Private and Public Networks. Since the network plays a vital role in the delivery of these applications to users it is important to identify and define key variable elements that are responsible for successful outcomes:

- successful delivery across the network
- application availability
- positive user experience

It is critical to carefully define variable elements that can be measured and have valid meanings to the business.

The good news is SIMPLICA SISTEMA already intelligently monitors and reports statistics on selected Networks and collects a variety of statistical information. Any active application monitored by SISTEMA can be selected for SLA monitoring, reporting and profiling.

If you would like to learn more about SISTEMA SLA, call us today and we'll visit you to demonstrate our service

The following Application variables can be selected for SLA Monitoring & Reporting:

- Network Delay
- Server Delay
- TOTAL Delay
- Average Round-trip-time Delay
- Average Packet Exchange time
- % of TCP Connection Aborts
- % of TCP Server Connection Ignores
- % of TCP Server Connection refuses
- % of TCP Early tossed packets
- % of TCP Retransmitted packets

For final SLA calculation a combination of SLA metrics for each selected SLA variables can be used – composite metrics.

Service level availability measurement windows can be specified as 24*7 or a customizable selection of day and time. Capability to incorporate repetitive or once-of maintenance windows into SLA calculation is also included.

We strongly believe that prior to committing to SLA you have to be confident that you can deliver it. SISTEMA SLA Advanced Profiler can help customers to identify capability for their Applications to deliver various SLA metrics across the networks based on Application historical performance “as-is” without introducing major changes to applications and infrastructure.

Analysis also can be conducted based on results of SLA Advanced Profiler in order to identify investments required in applications and network software or hardware elements in order to achieve targeted SLA.

SISTEMA SLA can monitor the availability and performance of mission critical business applications and ensure customers derive higher business value through better management of IT and processes.

SISTEMA SLA solution can empower customers to focus on functionality that is core to their business and also provide invaluable insight into IT infrastructure to ensure that end users of mission critical applications are happy.

SISTEMA SLA extends support for Application SLA monitoring service delivery processes and best practices, helps meet service level agreements for business applications and provides performance reports for use in capacity planning and effective IT resource utilisation.

Business Benefits:

- Holistic view of business applications
- Support for industry best practices
- Standards based approach to managing IT resources
- Improved employee productivity
- Agentless Monitoring ensures low maintenance cost
- Lower TCO and High ROI