



## An Enterprise View from the End-user Perspective

Application performance and availability management to improve business productivity, enhance organizational efficiency, and reduce costs

Reflectent extends and improves IT management capabilities enabling companies to proactively monitor, manage, and maximize performance and availability of their applications and IT services. With the most widely deployed end-user systems management solution among the Fortune 1000, Reflectent's award winning product, EdgeSight™, delivers the rapid visibility and diagnostics necessary to ensure that users have access to the mission-critical applications and network resources they need to perform.

### BRIDGING THE GAP BETWEEN IT COMPONENT PERFORMANCE AND USER EXPERIENCE

Every IT organization has the same mission: to maximize company profit by enabling business users to do their work as quickly and efficiently as possible. To achieve this, an effective IT service management strategy must ensure that applications are delivered to business users reliably and with optimal performance levels.

However, while most companies have system management tools that provide a detailed view of servers and networks, they lack a similar view of performance as experienced by the end-user. Sampling or synthetic-based solutions provide a partial picture but without client-side monitoring of actual end-user application, network and system performance, IT managers can only hypothesize where availability issues exist, often relying on the users themselves to identify performance problems.

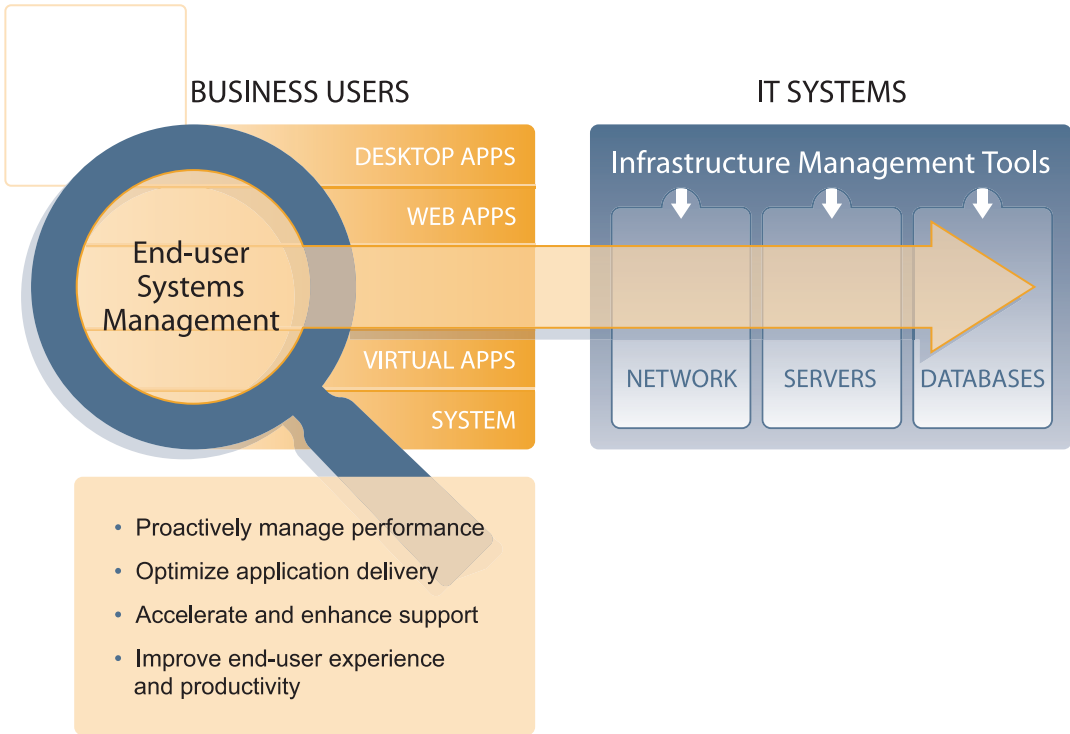
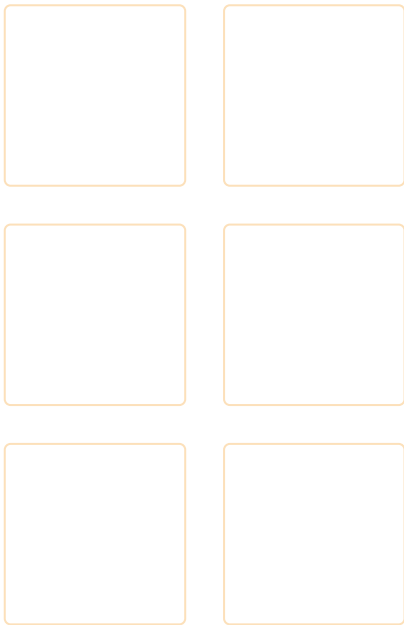
EdgeSight provides IT professionals with an integrated, real-time view of enterprise applications from the end-user's perspective and enables the IT organization to proactively manage application and system performance. By measuring real-time performance and availability from the user's perspective, EdgeSight completes the end-to-end view of application performance. The result: IT organizations can ensure that all resources are operating at peak efficiency—so that end-users can do the same.

"To truly manage application and device performance and availability in today's distributed IT infrastructure, you must have the ability to collect an array of performance metrics from the end-user vantage point."

**Raymond Paquet**  
Vice President and Research Director  
Gartner Group

"EdgeSight provides us with the necessary data to better resolve end-user issues."

**Guy Chiarello**  
CIO  
Morgan Stanley



“We found that EdgeSight provides us with a reliable enterprise view from the end-user’s perspective, allowing us to better resolve end-user issues. By tracking that knowledge through EdgeSight, we can spot trends before they become disruptive.”

**Rick Berk**  
CIO  
Brown Brothers Harriman

## Expand your reach. Enlarge your view.

### PERFORMANCE AND AVAILABILITY MANAGEMENT

When you rely on end-users to learn about application performance issues, you’re in a reactive mode that often requires guesswork to get to a resolution. EdgeSight’s innovative technology minimizes this challenge by extending system and application management capabilities to complete your view of end-to-end performance.

By viewing and quantifying the performance and availability of applications and IT services from the end-user perspective, you enhance service, increase availability, and improve productivity throughout the enterprise.

### PROBLEM MANAGEMENT

Problem management is about efficiently reacting to end-user issues and proactively identifying problems before service is impacted. When an application fails you need to react quickly, intelligently, and effectively to return service and ensure it doesn’t occur again.

EdgeSight collects data in real time and run time. This visibility helps you categorize the scope of the incident; understand the context based on what was running at the time; and identify root cause to ensure service is returned quickly. Additionally, by looking at performance trends over time you identify potential problems before an incident occurs.

### APPLICATION MANAGEMENT AND SUPPORT

Your application portfolio is increasingly complex with a mix of homegrown and third party applications that are delivered as web-based, client/server, and virtualized to your users. EdgeSight provides management capabilities that enable you to view performance metrics on all applications across the enterprise and see how specific applications are performing and being utilized, both in real-time and historically.

By consistently monitoring application performance at the user level and in the production environment you continuously improve applications and optimize performance.

### DISTRIBUTED ENVIRONMENT MANAGEMENT

Centralizing IT management in enterprise environments with remote sites and distributed users is a huge challenge. EdgeSight solves this problem by capturing and providing run-time data to administrators regardless of where the end-user device is located and even if the device has been unconnected for a period of time.

This allows you to more efficiently and cost-effectively ensure optimal performance of all applications running on distributed PCs and devices, while gaining critical performance-correlation data across a range of networks, applications, and connection methods.

## Customer Applications

EdgeSight enables IT organizations to gain visibility into what is happening across the infrastructure from the end-user perspective—providing a comprehensive view of application availability as experienced by the user and overall monitoring of the end-user environment. Below are a few examples of EdgeSight in action.



### MORGAN STANLEY

Morgan Stanley is a global financial services firm and a market leader in securities, investment management and credit services with more than 51,000 employees and 600 offices in 27 countries. Morgan Stanley IT management needed to reduce costs associated with managing end-user systems, increase the availability of applications for business users, and make more informed software license and hardware upgrade/replacement decisions.

EdgeSight was implemented across more than 42,000 desktops in NY, Australia, Hong Kong and London, increasing reliability and availability for the trading desk applications that are mission critical to Morgan's brokerage trading unit and the company's bottom line.

"EdgeSight provides us with the necessary data to better resolve end-user issues. Additionally, EdgeSight tracks performance and allows us to spot trends before they become disruptive. In a time when organizations are attempting to streamline costs, while enhancing quality of service, EdgeSight is a solid fit."

**Guy Chiarello**  
CIO  
Morgan Stanley



### PARTNERS HEALTHCARE

As an integrated network of seven hospitals across the Northeastern US including Mass General and Brigham & Women's, Partners HealthCare implemented EdgeSight to improve the availability and performance of medical care applications running on thousands of clinical devices throughout its network.

Partners needed to understand the full picture of the state of applications and systems to ensure availability of shared devices used to access critical medical information. Partners also needed to monitor historical trends on each device—allowing for prevention of future availability and performance problems before they impacted users.

"Partners medical staff depends on immediate and reliable access to patients' medical records to ensure proper and prompt treatment. The EdgeSight solution deployed seamlessly and began collecting useful data immediately. Instantly we had the power to identify and update specific devices not performing well, and those that previously sat unused."

**Ethan Fener**  
Associate Director of Application Development  
Partners HealthCare



### TOTAL SYSTEMS

Total Systems is a leading provider of advanced processing technology that makes it possible for hundreds of millions of consumers to use credit, debit, and chip cards safely and securely.

The company's IT Management Group had difficulty understanding what applications were running, what the sources of reported problems were, and whether or not a system needed upgrading or replacing. EdgeSight extended management capabilities and visibility to the desktop in order to better analyze application performance, identify and diagnose problems, and predict the impact of an application or patch rollout on the production environment. The IT organization can now proactively manage performance and pinpoint problems without a desk-side visit.

"Edgesight has delivered a significant return on investment through reduced application deployment costs, fewer desk-side visits, and improved software license management. The product has become an integral part of our processes to ensure efficient IT service delivery and support."

**Selvin Hollingsworth**  
Director of Network Services  
Total Systems

## EdgeSight—End-user Systems Management

**Proactively manage performance**—address performance issues before they disrupt business

**Accelerate and enhance support**—get the data and analysis you need to efficiently solve problems

**Improve end-users' experience**—track and address the issues that matter most

**Optimize application delivery**—measure performance objectively, continuously and reliably

**Plan wisely**—make well-informed software license, hardware upgrade and replacement decisions

## EdgeSight: The Ultimate Vantage Point

### APPLICATION PERFORMANCE MANAGEMENT

EdgeSight tracks key application performance metrics over time, highlighting those that are trending outside of established norms. Performance data is collected through actual end-user application, network, and system use—not through synthetic or emulation-based test cases. This data is correlated to provide a single account of system and application performance. Critical applications experiencing a decrease in performance or availability can be identified and addressed before business operations are affected.

### PROBLEM IDENTIFICATION AND ROOT-CAUSE DIAGNOSTICS

EdgeSight collects performance data continuously across every managed device, automatically capturing application crash details and the contextual data leading up to a fault. This helps to identify whether the problem stems from the application, other running processes, system resource constraints, or the network. IT support and application developers are now able to quickly identify the root cause of an issue. Comparison charts and change reports provide valuable diagnostics capabilities and enable IT support to isolate and troubleshoot even the most difficult problems.

### REAL-TIME EVENT MONITORING

EdgeSight provides continuous, real-time monitoring of applications, systems, and the network as experienced by the end-user. Real-time events include monitoring of performance thresholds and changes to the environment, such as new applications, services, peripheral devices, and host connections. Alerts can be sent to the EdgeSight alert page, service desk application, or third-party management console, enabling end-to-end IT infrastructure monitoring.

### SHARED DATA STORAGE

EdgeSight collects and stores performance data on each device, periodically uploading to the central server. Data sent to the centralized server is aggregated and analyzed for a broader view of performance, while more granular data remains on each device. IT support can access the local data remotely, directly from the EdgeSight console to identify and resolve problems experienced at the workstation level.

### INTEGRATION WITH EXISTING MANAGEMENT INFRASTRUCTURE

EdgeSight readily integrates with existing service desk applications and network management consoles, enabling automatic notification of issues. Business rules within EdgeSight determine which real-time alerts and associated data should be routed to these third-party systems. Network console integration enables a real-time view of end-to-end performance and event notification—all from within a single console.

See how your organization can benefit by implementing Reflectent EdgeSight to improve service levels while lowering costs, and ensure the availability of mission critical business applications.

Learn more at [www.reflectent.com](http://www.reflectent.com)