



# Newtest for Active Monitoring

Proactively measure the performance  
of your critical applications

# Newtest Robot offers 24/7 proactive measurement and monitoring of the response times and availability of your business-critical transactions from an end-user perspective.

Each Newtest Robot regularly simulates business transactions from representative points in your company. Newtest gives you round-the-clock insight into the availability, response times and performance of your critical applications from each measurement point, enabling quick and easy identification of malfunctions, immediate notification of incidents, and resolution of problems before they affect users.

The impact of application deteriorations on users is assessed with regard to the geographical and business organization of your company. The strength of robots lies in the reproducibility of events in an environment as close as possible to the user's real environment. The company can thus quantify users' experience and track changes in performance on the basis of comparable elements (from one site to the next, over a period of time, and so on). Newtest Robot helps establish a baseline reference for evaluating and improving application performance.

## ➔ The basics of operation

A study of the measurements to be conducted must be made beforehand in order to determine the business transactions to monitor, the location of Newtest Robots at representative points within the company, SLA objectives, alarms to issue, and other parameters.

### ➔ Programming and deployment of measurement groups

Measurement scenario targeting critical transactions are created with Newtest Transaction Builder. These are subsequently deployed to Newtest Robots.

### ➔ Measurement of the quality of service of applications

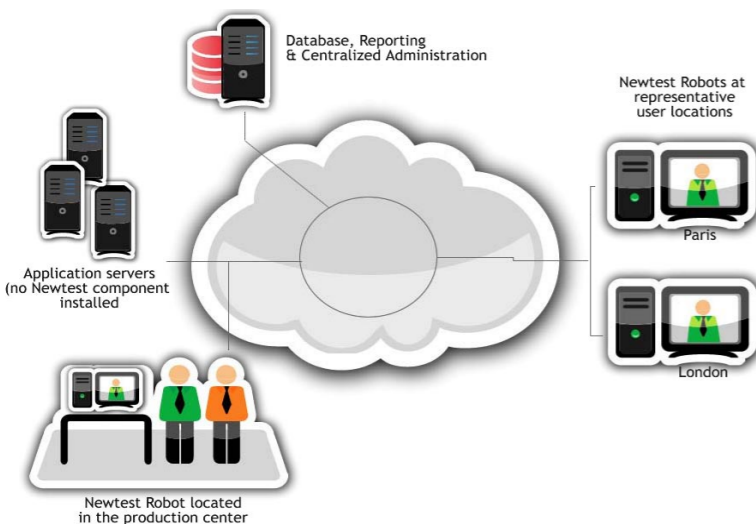
In accordance with the programmed frequency and calendar of execution, Newtest Robots replay business transactions as they were recorded, to measure performance and alert appointed staff in the event of a service deterioration or unavailability.

### ➔ Supervision and Reporting

The measurements performed by robots are transmitted and centralized. These results are the basis for the generation of quality of service dashboards and real-time supervision of applications.

### Works with any kind of application

Newtest Robot is designed to address all types of application technology (mainframe, Java, client/server, browser, thin client, WAP, SMS/MMS, I-mode, IP services, IVR, etc). How does Newtest accommodate all applications? ip-label.newtest has developed solutions for controlling each application technology. A specific interface between Newtest Robot and each type of application monitored was created, some offering advanced options such as optical character and image recognition. Newtest Robots are the only product on the market with this unique flexibility that enables them to monitor commercial software and in-house applications alike. These characteristics ensure Newtest's sustainability. They make Newtest a durable investment, a single product that keeps pace with the company's technological evolution.



## Advantages

- Works with any kind of application
- Objectively measures response time and availability
- Proactively monitors critical transactions 24/7
- Helps you to foresee performance deteriorations
- Reduces time to identify and resolve incidents
- Prioritizes resolution of malfunctions based on business impact
- Facilitates drafting and negotiation of service level agreements
- An open measurement system
- Autonomous, fully secure operation
- Centralized management and administration
- Rapid set-up, reduced time-to-operation
- Provides visibility into trends, status, and more

### Objective measurements reflect the real user's experience

By carrying out transactions in the same way as a real user would, Newtest Robots measure the availability and response times of applications. Scenarios that conduct measurements are replayed on a dedicated computer having the same software environment as the one installed on user workstations. Measurements are always carried out in identical conditions and cannot be disturbed by other local applications, as may happen on a real user's actual computer. Measurement objectivity and accuracy is thus ensured. Newtest Robot serves as a measurement baseline within the company. Its purpose is to build indicators used in service level agreements (SLAs) concluded between IT management and business line managers.

### Types of measurement

Newtest Robots measure the availability and response time of each step of the transaction. For analyses and diagnostics, other types of technical and business measurements which provide numeric values or character strings can be carried out.

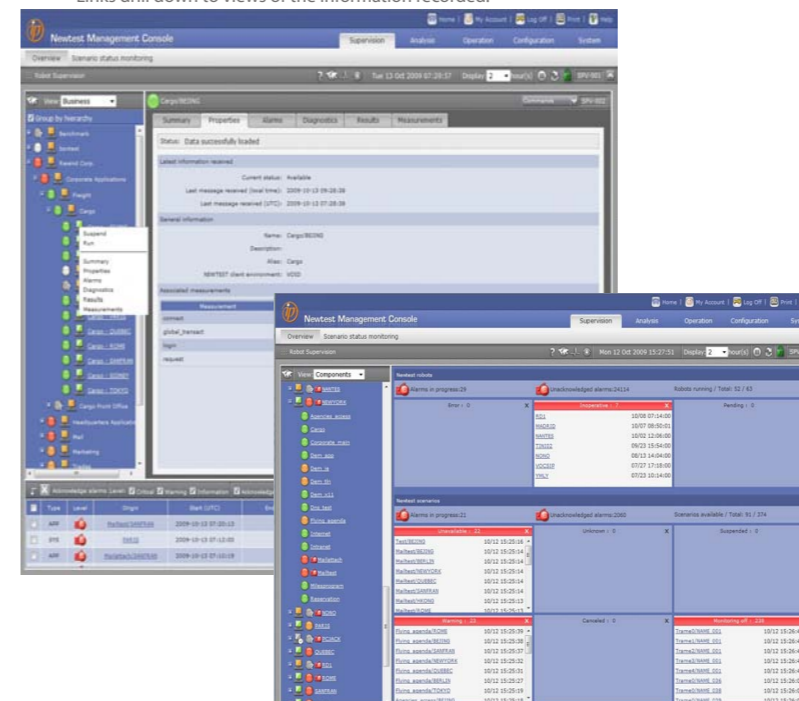
### Proactive management of incidents

Newtest's proactive operation and 24/7 monitoring track transaction performance continuously. In this way, problems can be detected quickly and then resolved even before their impact is felt or noticed by users. Moreover, Newtest shortens incident resolution time by immediately alerting designated staff. As a result, fewer calls are made to the technical support service; hotline work is thus alleviated and users' confidence is restored.

### Diagnostics and analysis

Newtest supplies a number of real-time elements (such as screenshots, traceroutes, error codes and alarm messages) for analytic and diagnostic purposes. Scenarios based on IP can also provide precious diagnostic elements for analyzing the accessibility of components in the communication infrastructure (including DNS, routers and ports). Comparing variations in response times (client, network and first-tier servers) with reference values helps to pinpoint the deficient segment of the delivery infrastructure. All measured and collected data is stored for subsequent analysis and diagnosis.

➔ Real-time display of errors and diagnostics generated by measurement scenarios. Links drill down to views of the information recorded.



### Alarm notification system

When unavailability, performance deterioration or a particular incident occurs, an alarm is automatically sent by Newtest Robots or via the management console. Among the various types of alarm transmission available are SNMP traps, e-mail, SMS and specialized alarms.

### Don't miss the crucial alarm

Managing alarms can soon become a nightmare when too many invade your administration console. It often happens that critical alarms are missed, overshadowed by less important alarms. Newtest triggers the transmission of an alarm only when the level of service deteriorates to the point where it affects business.

### Centralized management and administration of the measurement system

Installation, configuration and administration of Newtest components are carried out centrally from the management console via a web client. The elements of the measurement system (robots, collectors, database, etc.), transactions and robot locations are grouped respectively under three hierarchies: "component", "business" and "location". This organization facilitates real-time supervision and interpretation of results. Newtest administration and operation involves a minimal time commitment.

### Autonomous, secure operation

Various mechanisms for controlling the operation of the measurement system conjointly with centralized management ensure the system's autonomy. In the event the connection with the central management system fails, Newtest Robots continue to carry out measurements whose results are stored locally, and then forwarded when the connection becomes operational. This arrangement guarantees fail-safe transmission of measurements.

### Scenario creation and maintenance

Scenarios are built and maintained using a script generation wizard in Newtest. The wizard oversees the steps involved in creating the scenario, resulting in automatic generation of a ready-to-run script. The speed, simplicity and flexibility of programming and editing scenarios are major advantages of using Newtest.

### An open system

Newtest measurements can be interpreted alongside technical and/or business metrics with a view to assessing the impact that the infrastructure has on "end-user" quality of service, or to associate a deterioration in application performance with a decline in business activity.

#### Use of SNMP and XML standards

Newtest's architecture is designed to standard; it is easily integrated into diverse technical environments to complement existing products and build global solutions for service level management.

#### Use of the client's database

The Newtest database is available in SQL Server and Oracle formats.

#### A system open to third-party monitoring tools

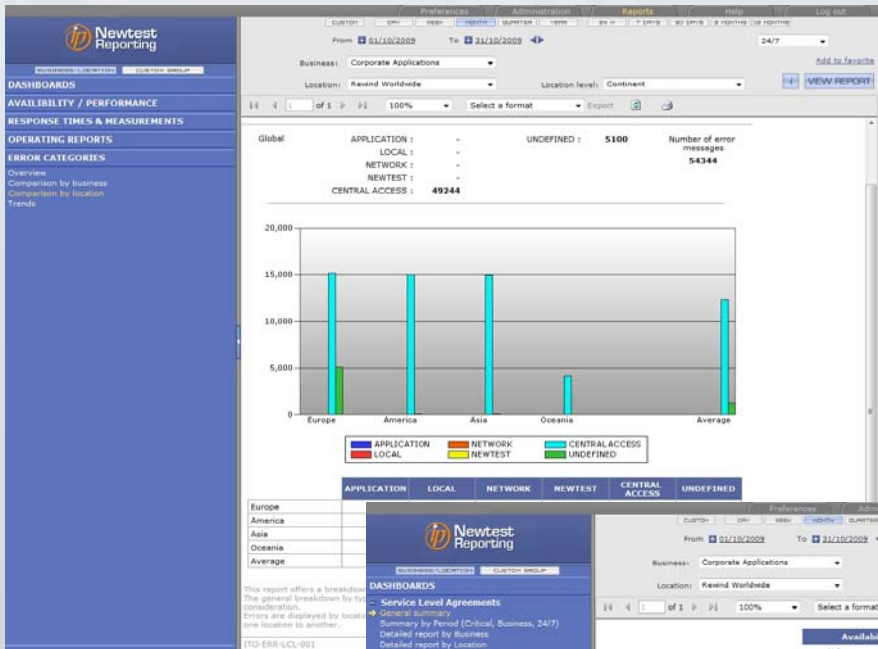
The supervision results (status of transactions, robots, diagnostics, etc.) displayed in Newtest Management Console can be made available to third-party products through an optional SOAP web services interface. In particular, this openness allows Newtest supervision data to be used on display walls in control rooms.

#### Interoperability with business intelligence solutions

Newtest's datawarehouse is organized along analytical lines that facilitate its use by solutions like those offered by Business Objects, Cognos, Hyperion and others.

➔ Commands issued to remote robots and scenarios

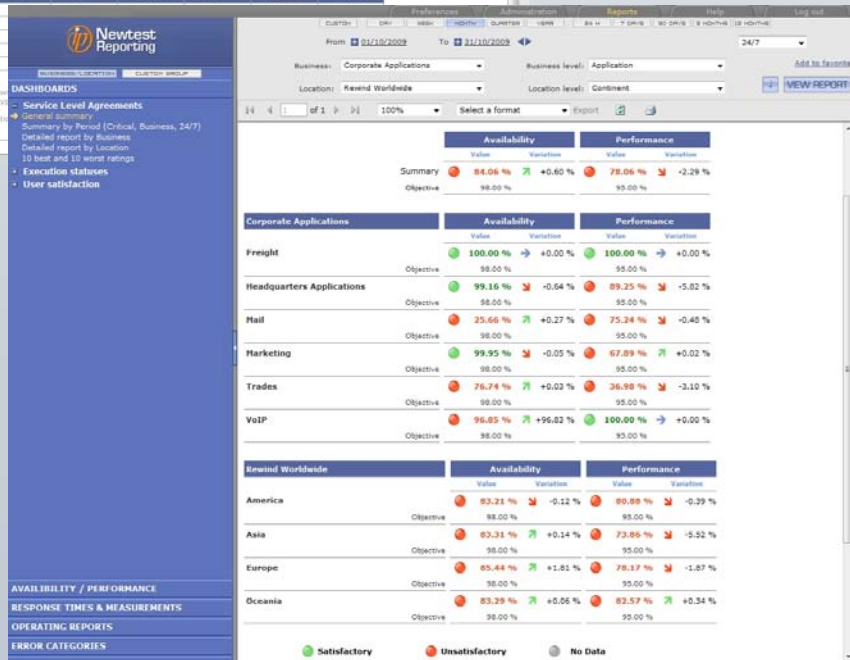
# ip ip-Label newtest



▲ This report shows the breakdown by location of scenario execution errors. The breakdown by type of error helps to identify the main causes of downtime for the applications monitored.

## Dashboards & reports

Newtest provides deferred-time visibility into the availability, response time and performance of critical applications over various administrative or rolling periods. At every level of your organization, Newtest reports on trends, evolutions, statuses, errors, exceptions and more.



◀ This report shows availability and performance with respect to SLA targets. The multiple-level display helps to pinpoint differences in operation by transaction and/or by location.

## Easy setup and rapid ROI

Newtest minimizes recurring costs by simplifying the implementation and maintenance of scenarios that measure the quality of service. Newtest supplies the scenario-building tools needed for setting up management of application performance at the lowest cost. Newtest can be rolled out within a short timeframe. In matter of days Newtest is ready for operation. A pilot installation for evaluation can be set up for your company in less than 3 days.

## International Presence

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 E-Commerce  
 Public Service  
 Operators / Media

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 HSBC • Barclays • Wellpoint • Fortis • Dexia  
 PriceMinister • Thomas Cook • Mappy • La Redoute  
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