eG Enterprise v7: What's New
Converged Application & IT Infrastructure Monitoring Becomes Broader, Deeper, Faster, Automated and Easier than Ever Before

eG
Total Performance Visibility

Complete User Experience Management Solution for IT Organizations

As businesses continue to adopt IT for their core operations and processes, it has become more important than ever before for IT applications to be reliable and to deliver great performance. Poor application performance results in a loss in business productivity, which in turn has a direct impact on revenues, affects customer satisfaction and tarnishes brand reputation.
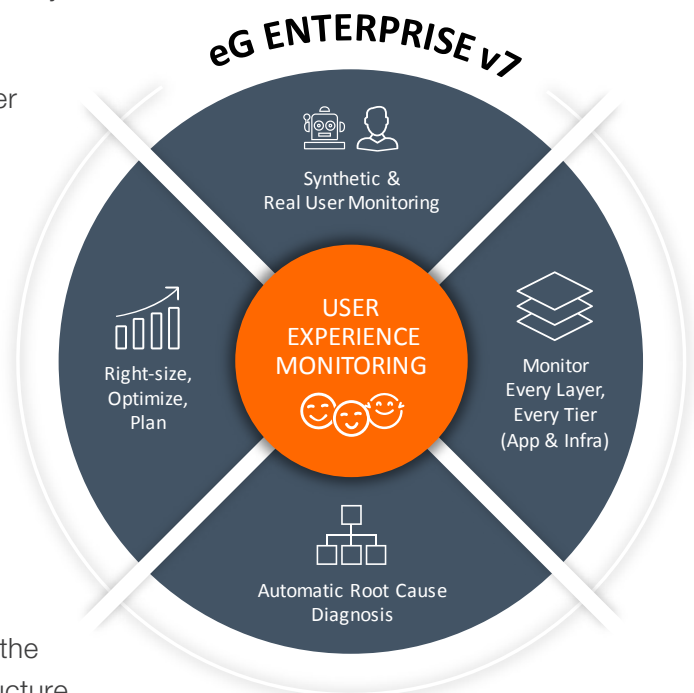
73% of businesses report that slow application performance and poor user experience cause productivity losses.

- Kissmetric Survey

Therefore, user experience is top of mind for IT executives in today's application-centric world. Monitoring just the resource usage of applications and infrastructure elements is not sufficient any longer. IT admins are measured by user experience metrics in today's digital economy. Hence, user experience has to be central to an IT monitoring strategy, irrespective of the type of applications being used by the business – whether digital workspaces (Citrix, VMware Horizon), web apps (Java, .NET, etc.), packaged enterprise apps (SharePoint, SAP, etc.), or SaaS apps (Office 365, Salesforce, etc.).

eG Enterprise v7 makes user experience the centerpiece of your IT monitoring and management strategy.

- Uses a combination of synthetic and real user experience monitoring to enable IT teams to quantify the quality of service being delivered to users, and proactively alert on impending problems

- Provides insights into the performance of every layer and every tier of the application stack and the underlying infrastructure

- Accelerates triage and troubleshooting of problems by isolating the root cause of user experience issues through automating performance correlation and machine learning

- Delivers advanced analytics to help IT teams make the right decisions – how to balance load in the infrastructure, where to add additional resources, and plan for capacity expansion
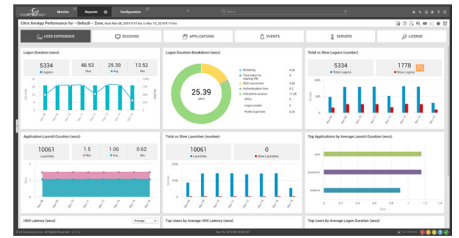

eG ENTERPRISE v7

Synthetic & Real User Monitoring

USER EXPERIENCE MONITORING

Monitor Every Layer, Every Tier (App & Infra)

Automatic Root Cause Diagnosis

Right-size, Optimize, Plan

The result: happy users, enhanced productivity, and tangible business ROI.

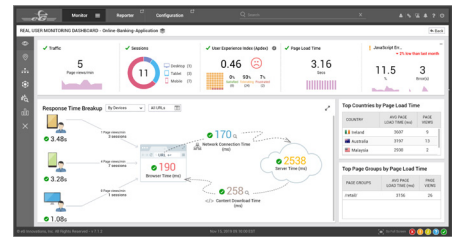# New Capabilities for All IT Monitoring Use Cases

Digital Workspace Monitoring (Citrix, VMware Horizon)

- New Geo Dashboard helps quickly identify when region-specific performance issues are affecting user experience
- Session topology helps fix issues with specific tiers enabling a user session
- Complete logon performance breakdown is now available for Citrix Cloud
- Monitoring extended for WEM, App Layering, SD-WAN, CFAS & AD FS
- New capacity planning and prediction reports facilitate forecasting
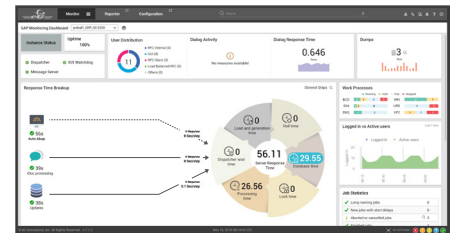- Complete monitoring of VMware Horizon 7 including App Volumes, Horizon Pod, Instant Clones, vSAN

Web Application Performance Monitoring (APM)

- Specialized tool is now available for synthetic monitoring of web apps
- Granular insight is now provided into web page load times
- Transaction tracing is supported for Node.js and PHP web apps
- Expanded coverage (pointcuts) for Java and .NET transaction tracing
- New reports allow tracing of user journeys and application bottlenecks
- Integration of RUM and transaction tracing makes it possible to connect user experience and transaction processing

Enhanced Monitoring for Enterprise Applications

- Enhanced user experience insight for Office 365 applications
- Support for monitoring Teams, OneDrive, Skype for Business
- Extend monitoring coverage to include SAP Hybris, Business One, Fiori
- Monitoring support for Salesforce and Atlassian Confluence

Expanded Coverage for End-to-End Unified Monitoring

- Coverage extended for modern applications, big data environments, message queueing technologies, additional storage and network devices
- Cloud monitoring support covers new Azure and AWS services
- Monitoring of Docker and Kubernetes container environments
- Integration with DevOps tools: Jenkins, Ansible Tower, JIRA, GitHub

Deployment, Configuration, Security and UI Enhancements

- Increased security: two-factor authentication (2FA), single sign-on (SSO), OWASP vulnerability protection
- Full-fledged SaaS deployment: fully self-provisioned & truly multi-tenant
- One-click dashboard templates make it easy to create new dashboards
- New Report Builder allows users to create custom reports easily

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