

Microsoft Dynamics AX application monitoring and end-to-end monitoring

ServiceTracer® for AX Performance



ServiceTracer® for AX Performance monitors the availability of the Microsoft Dynamics AX environment and measures its performance on the basis of response times. The measuring robots can be used at both central and remote locations. The end-to-end measuring results from the user's point of view can be evaluated in a central report module and automatically prepared as a standardized service level report. This enables companies to document and proactively monitor the operating quality of their Microsoft Dynamics AX environment using objective and transparent data.

Challenge. Many companies derive their IT capability from services provided by external companies (such as outsourcers) or by internal centralized IT departments or subsidiaries. The delivered service must be monitored to safeguard the company's business processes. The standard basis for this monitoring is information that originates from the service provider's data sources (e.g. log files, system management solutions). What is usually forgotten here is the fact that the up times of computers or the network are not the prime factor. What are decisive are the response times and the availability of the business processes where they are being used, i.e. at the end user or by the processing systems.

Overview

- Monitors the availability
- Measures the response times
- Simulates all user actions
- Supports all AX versions
- Measures what the user actually experiences on the screen
- Supports Enterprise Portal and Reporting Services
- Monitors remote and central locations
- Support for Microsoft RDS and Citrix XenApp
- Automatic regression tests after updates and modifications
- Support for performance optimization
- Short initiation and training times

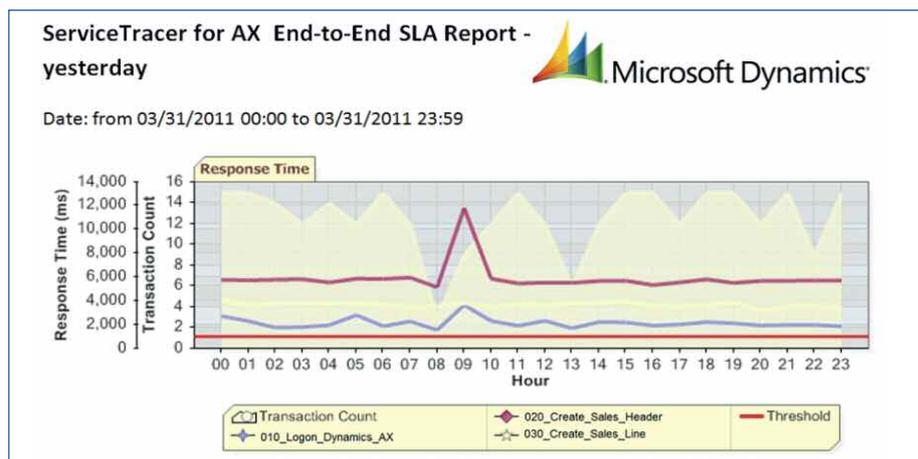
ServiceTracer® for AX Performance therefore measures the end-to-end values (process steps from the desktop application through to the back end systems which process the data): from the place of data input to the place of data output. ServiceTracer® for AX does this by using the applications just like a real user – by seeing and entering information – and measures their reactions (both the response times as well as the availability).

Unequivocal communications platform.

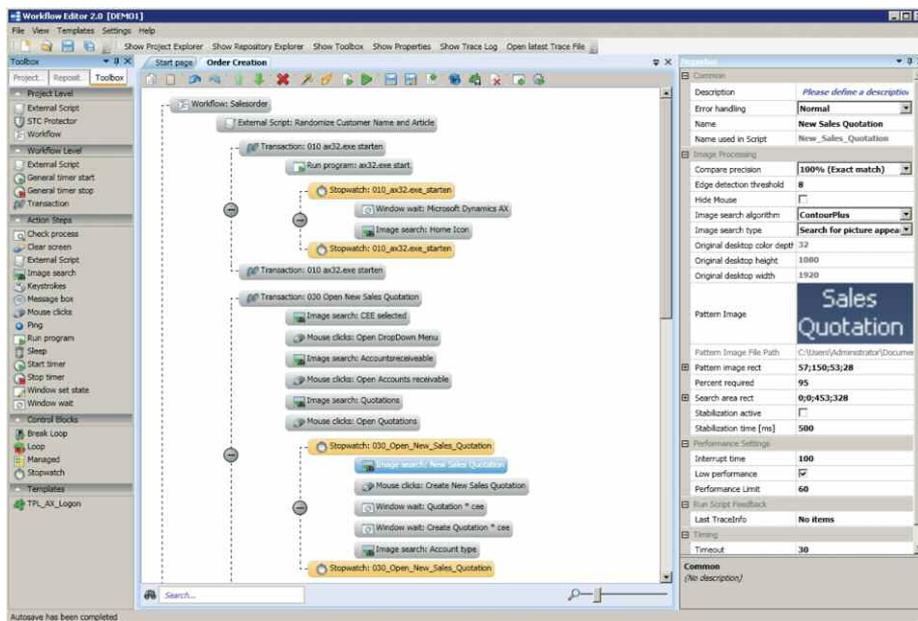
ServiceTracer® for AX provides a standardized, unequivocal communications platform whose objective records can be trusted by all the involved parties (service users, system operators and customers). Because a neutral measuring robot always measures immediately, constant verification of the provided service is guaranteed. This means that you can easily evaluate the speed of the system and the logged availability and pinpoint potential optimization areas based on utilization reports. You always have an overview of the quality of IT services wherever they are being used. This means that you become aware of bottlenecks before your customers, the end users, do. Service Trace offers you functions for generating service level reports fully automatically, from the simplistic collection of data, through to sending complete service level reporting folders including the flyleaf, table of contents and various reports - configurable templates help you here.

Reports and alarms

- Out-of-the-box SLA reports
- Takes into consideration service level contract parameters
- Visual management dashboard
- Simple stoplight structure
- Flexible modification by drag & drop
- Drill-down capability
- PDF output
- Warnings and alerts by e-mail, SMS, SNMP
- Escalation paths
- Integration in EPM solutions such as SCOM, Tivoli, Unicenter, etc.



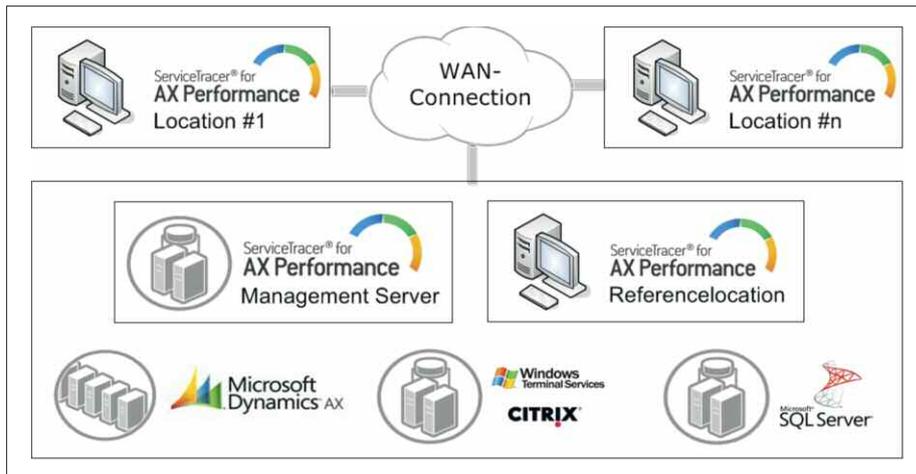
Workflow editor. ServiceTracer® for AX Performance features a workflow editor for creating measuring workflows, which is an intuitive and user-friendly method unique in today's market. The intuitive user interface and guidance by wizards allow for the straightforward creation of new measuring workflows as graphic workflows. Single transaction steps such as mouse clicks or program starts are symbolized by icons. These (and therefore the transaction steps) are integrated into the new workflow quickly and easily by drag & drop.



The workflow editor

- Fully graphical workflow editor
- Wizard-supported workflow recording
- Drag & drop for workflow components
- Template management for recurring transaction steps
- Integrated script language for complex transactions
- Central workflow and project repository
- Undo and redo the preceding operation
- Copy & paste for workflow elements
- Shallow learning curve, even for non-IT experts
- Documentation of workflows as PDF files

No restrictions. The contour-based image recognition functionality identifies icons and image elements in the GUI regardless of their position, resolution and colour depth. This feature, unique to the market, is the reason why the monitoring procedure developed at ServiceTrace® is on the threshold of being awarded a European patent. This means that Dynamics users are not faced with any restrictions regarding the version of Microsoft Dynamics AX they are using, the embedded ActiveX controls or other software components. All Microsoft Dynamics AX-specific operating elements such as date selection, menu bar, info log or report window are fully supported.



The operation and launching of wizards, Reporting Services reports or the Enterprise Portal interface can be comprehensively mapped in workflows. Deployment in Terminal-/ Presentation server environments such as Microsoft RDS or Citrix XenApp is also fully supported.

Expandability. ServiceTracer® for AX Performance can be extended for additional end-to-end monitoring of all other applications on the market (off-the-shelf applications as well as proprietary developments).

Stability. The integral STC Protector and STC Guard modules intercept events that deviate from the standard measuring workflow, ensuring the consistent operational stability of the measuring robots. Precise measuring data is recorded around the clock. Even if application exceptions occur - the measuring continues.



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Stability

- No software is installed on the production servers
- Extremely flexible image recognition functionality
- Automatic pop-up handling during runtime
- Error messages with screenshots
- Routines for system self-healing
- Can be extended for end-to-end monitoring of all other applications on the market

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