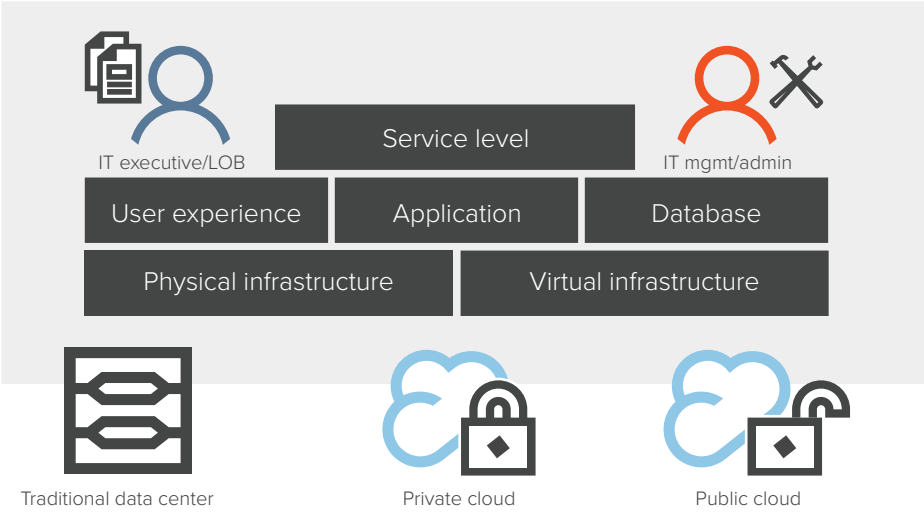
Performance monitoring and management

Ensure your technology stack meets IT, business and end-user needs.

No matter how you look at it, when you're getting greater innovation and performance from your business applications, it's significantly easier to meet service levels, ensure a positive end-user experience, resolve problems faster and manage change more effectively.

Quest's performance monitoring and management solutions can help you manage and resolve performance issues to improve user satisfaction and ensure that applications are meeting the needs of your business. Our solutions are designed and priced to help any size of IT organization align and grow with the business. And they work regardless of how you set up the supporting infrastructure for your applications. Whether you follow a traditional data center model or a cloud-based model, you can be sure your performance monitoring and management needs are covered with Quest.

Our capabilities are seamlessly integrated under the Foglight™ brand to provide a flexible, modular solution. You can pick the capabilities you need the most and utilize them with your existing monitoring tools through Foglight's integration features. As your needs evolve, Foglight's single code base allows you to snap in additional Foglight monitoring capabilities to fill gaps and replace legacy solutions as needed.



Your needs are covered with Quest, whether you follow a traditional data center model or a cloud-based model.

Our solutions are designed and priced to help any size of IT organization align and grow with the business. And they work regardless of how you set up the supporting infrastructure for your applications.

"With Foglight, we have reduced both the number of incidents and the time required to resolve the incidents that do occur … We expect Foglight to save us €100,000 (approximately US$129,000) annually."

Andrea Cioffi, Head of IT Services, ING Direct Italy

BENEFITS:

- Monitor service-level impact, then diagnose and resolve performance issues
- Manage the quality of the user experience to minimize support costs
- Correlate issues directly to underlying infrastructure components for faster mean time to resolution
- Get integrated services view up and down the stack for better visibility and control

PLATFORMS SUPPORTED

- Active Directory
- DB2
- Exchange Server
- Java
- MySQL
- .NET
- Oracle
- Oracle E-Business Suite
- PeopleSoft
- SharePoint
- Siebel
- SQL Server
- Sybase

Rely on us to:

- Monitor service levels and resolve performance bottlenecks
- Manage application performance from the end user's point of view
- Correlate user experience issues with the root cause in your infrastructure
- Deliver role-based views for domain admins, operations management and the business
- Consolidate tools for your physical, virtual and cloud environments

CAPABILITIES

User experience management

Foglight manages the user experience from multiple perspectives, allowing you to meet performance service-level agreements (SLAs) by detecting, isolating and resolving response time issues, as well as capturing and replaying real user interactions. It also helps you understand how application design and configuration are affecting these user interactions. In addition, Foglight monitors and analyzes transaction conversions and session metadata to uncover new buying patterns and preferences to determine why users abandoned transactions.

- **Web user performance monitoring and triage for IT operations** — Optimize application performance, improve capacity and quickly diagnose problems.
- **Real user experience analysis and session replay** — Replay and analyze real end-user interactions.
- **Transaction conversion monitoring and analysis** — Determine which end users are abandoning transactions and why.
- **Synthetic user monitoring** — Identify slow application performance and proactively address any problems — before end users are affected.
- **Browser-based monitoring** — Monitor end-user response times, capture JavaScript errors, track third-party calls to web services and CDNs, and troubleshoot rich internet applications (RIA) using our browser-based agents.

APPLICATION MONITORING AND DIAGNOSTICS

Quest helps you resolve problems before they impact users and violate SLAs by simplifying management of the mobile or web front-end, the application server, the user transactions running through it and the underlying infrastructure. Our application monitoring and diagnostic solutions support everything from the most widely used platforms to unique ones.

- **Mobile and web-based applications** — Monitor native mobile iOS/Android applications and Java/.NET-based web applications. Foglight can monitor both custom applications developed in-house or off-the-shelf commercial applications.
- **ERP/CRM applications** — Ensure availability of, and visibility into, your most critical business applications.
- **Ecommerce applications** — Eliminate downtime of critical revenue-generating applications, such as ecommerce sites and other customer-facing portals.

DATABASE MONITORING AND MANAGEMENT

Foglight database monitoring tools provide consistent performance management across heterogeneous database platforms, helping you reduce administrative costs and improve service levels.

- **Database performance monitoring** — Ensure your database components are operating within resource capacity limits.
- **Transaction monitoring and analytics** — Measure and analyze the transaction workload that connects users to resources.

VIRTUAL SERVER MANAGEMENT

We help you reduce hardware costs as well as diagnose and fix problems faster with deep visibility into VMware ESXi and Hyper-V performance management issues. Our solution for virtual server monitoring and capacity management — vFoglight — provides powerful virtual infrastructure monitoring, capacity planning, service management and chargeback.

- **Virtual machine monitoring** — Reduce the time and effort required to manage virtual machines.
- **Virtual resource chargeback** — Calculate chargeback costs and determine how IT and business teams will share expenses.
- **Virtual resource capacity management** — Determine available capacity and predict over- or under-use of available resources.
- **Storage monitoring** — Ensure SLA compliance and retain the cost savings you achieved through virtualization.

MIDDLEWARE MONITORING

We deliver top application performance by monitoring the health of your middleware and Exchange environments and resolving incidents before they become issues for your business. The Foglight middleware monitoring solution meets Enterprise Application Integration (EAI) initiatives.

DELIVERY OPTIONS

ON-PREMISES DELIVERY

- Foglight Application Performance Monitoring
- Foglight User Experience Management
- Foglight for Cross-Platform Databases
- Foglight for Virtualization
- Foglight for Storage Management

SAAS DELIVERY

- Foglight Application Performance Monitoring, SaaS Edition

- **WebSphere MQ monitoring** — Deliver constant and strong application performance at established service levels.

INFRASTRUCTURE MONITORING

We provide consistent management for all diverse operating systems by monitoring the infrastructure that supports your critical applications from every perspective, including operating systems, networks, virtual servers and virtual machines.

- **Unix, Linux, Windows OS monitoring** — Link disparate parts of your IT environment as one centralized platform, ensuring consistency across operating systems.
- **Active Directory/Exchange monitoring and diagnostics** — Ensure continued performance and availability of your Active Directory and Exchange environments.

ABOUT QUEST®

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

Quest
4 Polaris Way, Aliso Viejo, CA 92656 | www.quest.com
If you are located outside North America, you can find local office information on our Web site.

Quest, Foglight and the Quest logo are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit www.quest.com/legal/trademark-information.aspx. All other trademarks and registered trademarks are property of their respective owners.
© 2017 Quest Software Inc. ALL RIGHTS RESERVED.

DataSheet-PerfMonitoring-US-KS-26013