

## Radware Application Performance Monitoring (APM)

Radware’s Application Performance Monitoring ensures continuous, optimized web applications performance by measuring and visualizing real-user quality of experience through historical reports and granular analysis based on user-defined SLA.

### Detect Application Performance Issues – Before Your Customer Does

In today’s online business landscape, fast-performing applications is one of the top priorities. Cutting-edge acceleration solutions, such as Radware’s FastView™, result-driven Web Performance Optimization (WPO) technology embedded into the Alteon Application Delivery Controllers (ADC), offers a holistic approach addressing the various aspects impacting Web applications’ performance.

However, while it is crucial to have the right technology to accelerate Web application performance, it is not enough. Since Web applications continuously change and evolve, Web application performance optimization is not a one-time effort but rather an on-going approach. In fact, in order to detect any application performance issues in real-time before your customers experience them, it is essential to have an end-to-end monitoring solution which provides complete visibility of your applications performance to ensure they meet SLA at all times.

### Radware’s Application Performance Monitoring

To ensure Web application performance meets your customer’s expectations and consistently delivers their business SLA, one must gain visibility on both application performance and on the actual Quality of Experience (QoE) end-users are experiencing. Radware provides a new Application Performance Monitoring (APM) module, unleashing an end-to-end, proactive approach for monitoring and maintaining a high SLA of Web portals as well as mission-critical applications. Radware’s APM provides the following key values:

- Complete visibility of Web application performance based on user-defined SLA
- Fast Root Cause Analysis via highly-granular measurement, in real-time
- Monitoring of actual user traffic, with no dedicated scripts per web application, lowering costs

### Complete Application Performance Insight Based on User-defined SLA

Radware’s APM provides a bird’s eye view which covers all applications, transactions, users and data centers – allowing users to drill-down to the user level or even application and transaction level. In addition, it allows the extraction of performance information from the end-user devices to reflect actual end-user QoE - wherever the clients are, at all times. The performance measurements are based on user-defined SLA and may include the minimum average response time the application should provide, the % of errors and user experience. The SLA can be also drilled down to the geo-location level, allowing administrators to determine if there’s a problem with users from a specific region.

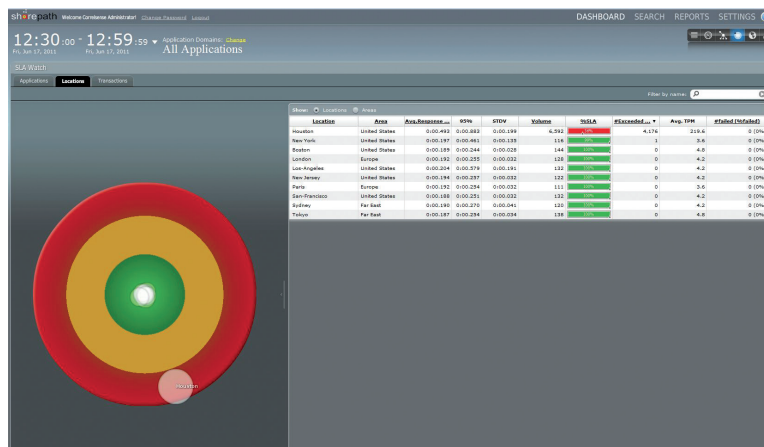


Figure 1: Application SLA Summary View

## Fast Root Cause Analysis via Highly-Granular Measurement

Radware's APM enables fast, accurate troubleshooting and rapid root cause analysis in case of application delays. This is achieved due to a detailed transaction measurement breakdown across a 3-stage application delivery chain, as follows:

1. Server to ADC response time – the time spent in the data center
2. Network time – the time it takes for the server response to reach the client
3. Browser rendering time – the time it takes the browser to render and display the page

This transaction breakdown enables users to efficiently pinpoint the origin of application performance degradation, saving analysis time and effort.

## Monitoring Actual Transactions & Errors of Real Users

Radware's APM measurements are based on real user transactions, as opposed to synthetic-based transaction monitoring. In addition, the solution's analytics engine also captures actual errors of actual users that run real-life scenarios. As a result, there is no need to write dedicated scripts per web application or simulate synthetic transaction, ultimately lowering overhead, risk and costs.



Figure 2: Transaction Stage Breakdown Analysis

## About Radware

Radware, the global leader in integrated application delivery solutions, assures the complete availability, performance and security of business-critical applications for nearly 10,000 enterprises and carriers worldwide. With Radware's comprehensive and award-winning suite of products, companies can drive business productivity, improve profitability, and reduce IT operating and infrastructure costs by making their networks "business-smart."

## Certainty Support

Radware offers technical support for all of its products through the Certainty Support Program. Each level of the Certainty Support Program consists of four elements: phone support, software updates, hardware maintenance, and on-site support. Radware also has a dedicated engineering staff that can assist customers on a professional services basis for advanced project deployments.

## Learn More

To learn more about Radware Alteon application delivery products and the entire portfolio of Radware, please visit us at [www.radware.com](http://www.radware.com).