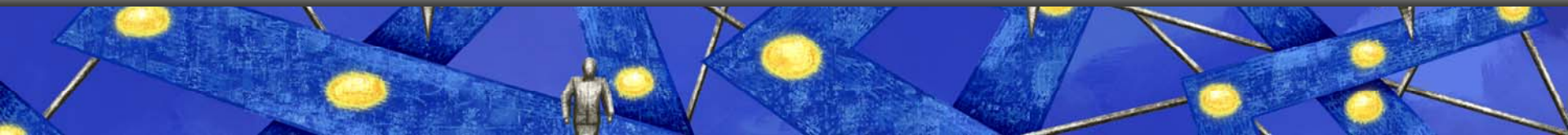



Managing and Controlling Application Performance

David Messina, VP Marketing Xangati

Interop Las Vegas: 4-29-2008





Organizations lose 35 days of productivity per year, per employee due to poor performance and availability of networked applications.

—*Yankee Group: Application Management Survey*

Silo Management Fosters Negative Perception of IT

STORAGE



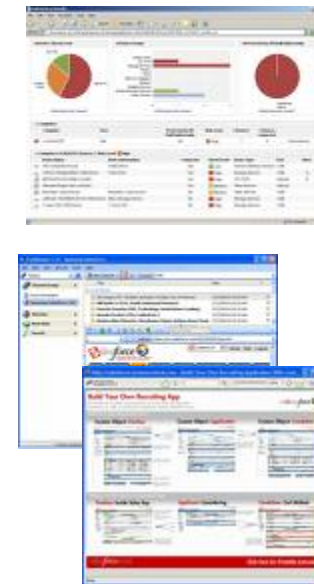
USER DEVICES



NETWORKS



APPLICATIONS

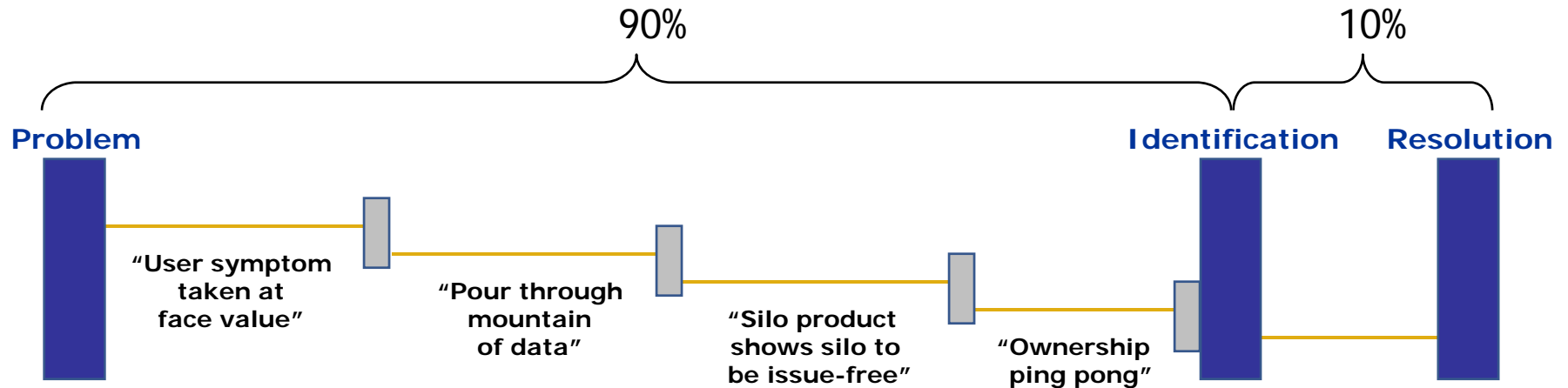


SERVERS



“Traditional products are built for functional silos...performance problems transcend silos.”
—Metzler, Kubernan Research, 2007

Problem Identification is 90% of Repair Effort (Yankee Group)



Problem identification must be treated as an integrated multi-team discipline

IT Must Be United with a New Silo-Free Approach

STORAGE GROUP



HELP DESK



NETWORK OPERATIONS



APPLICATION GROUP



SERVER GROUP



Discovers and Creates Identities



ALL Servers, Clients,
Applications and Networks (S,C,A,N)

SAP



Smartphone C



Subnet 10



Subnet 1



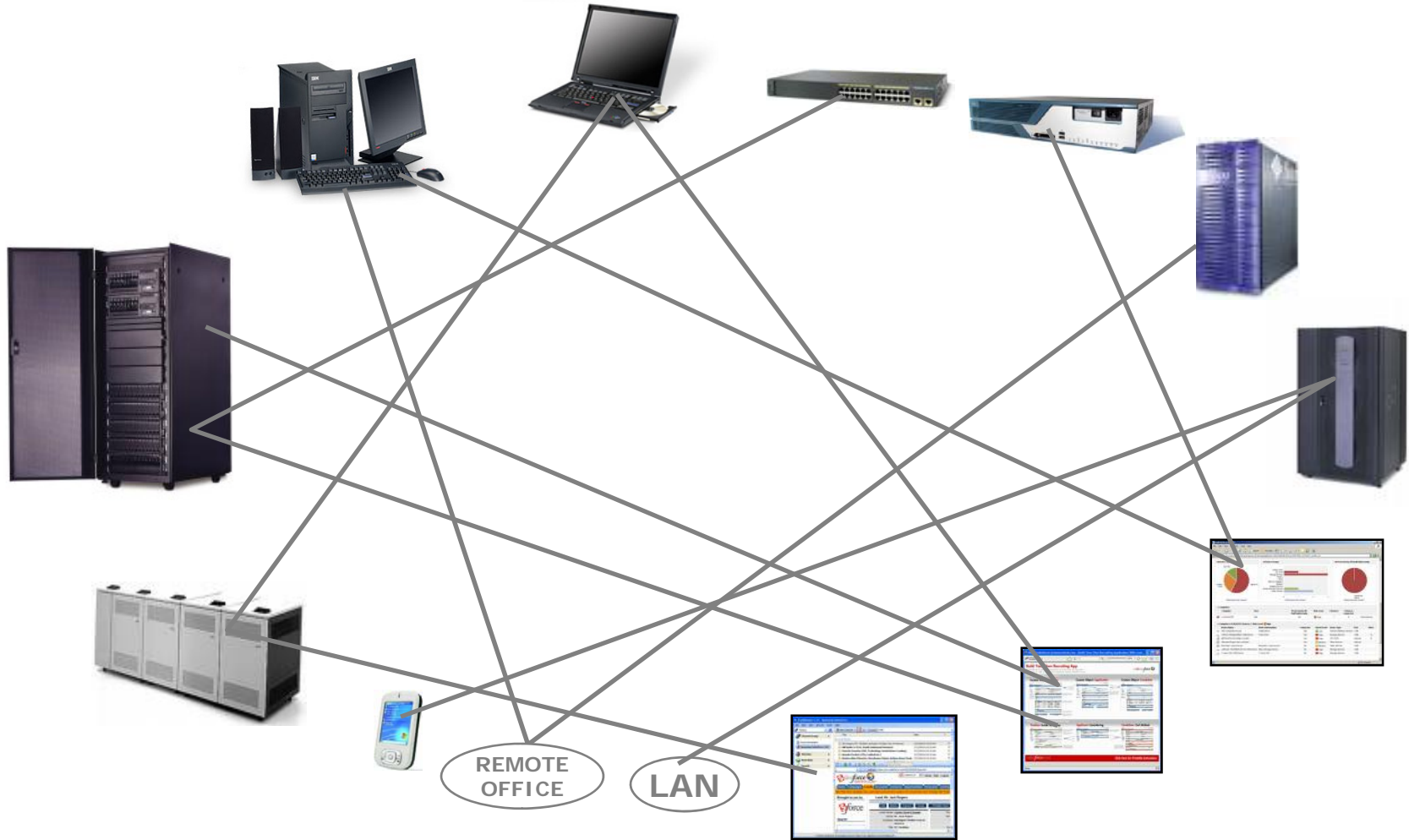
Citrix



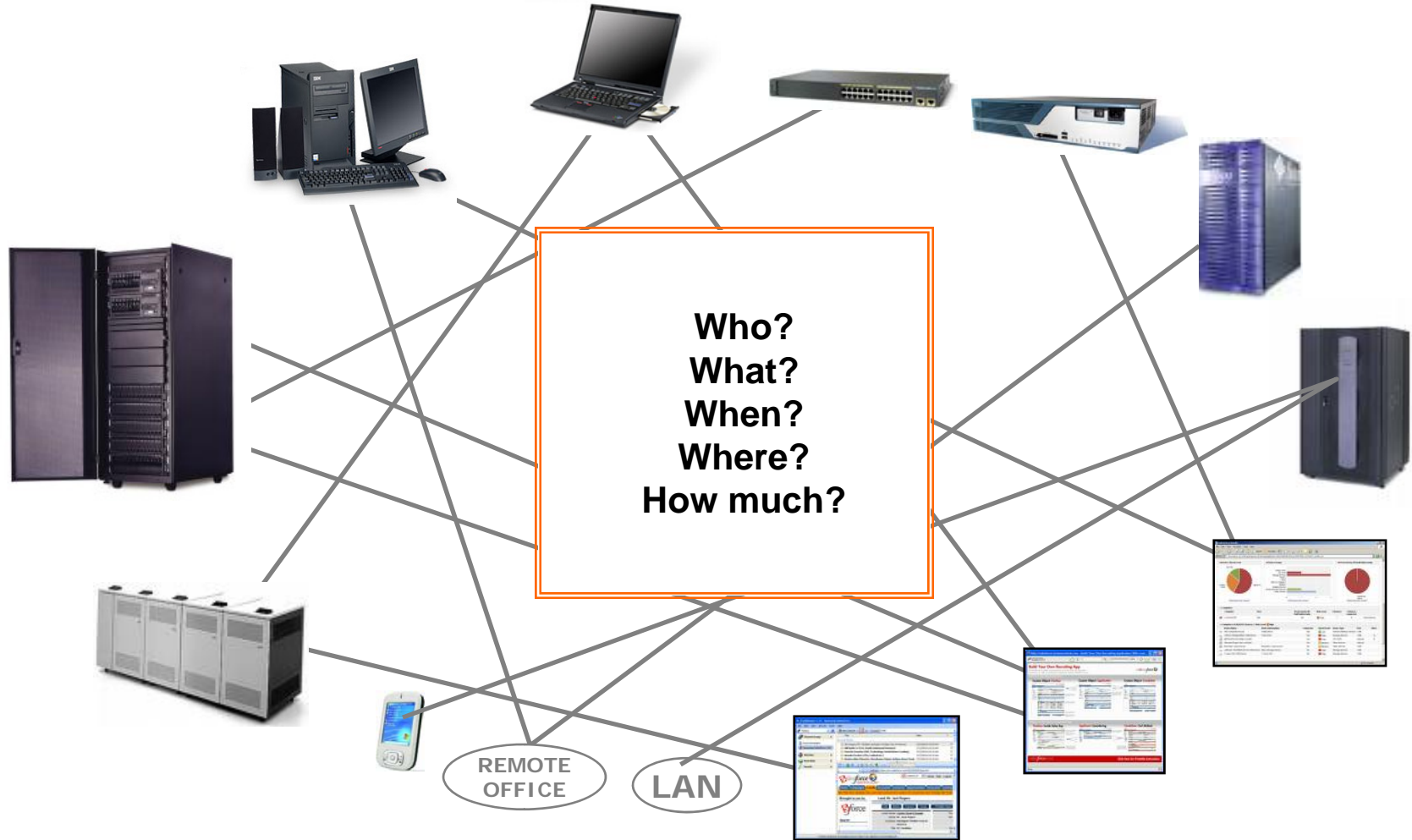
Salesforce.com



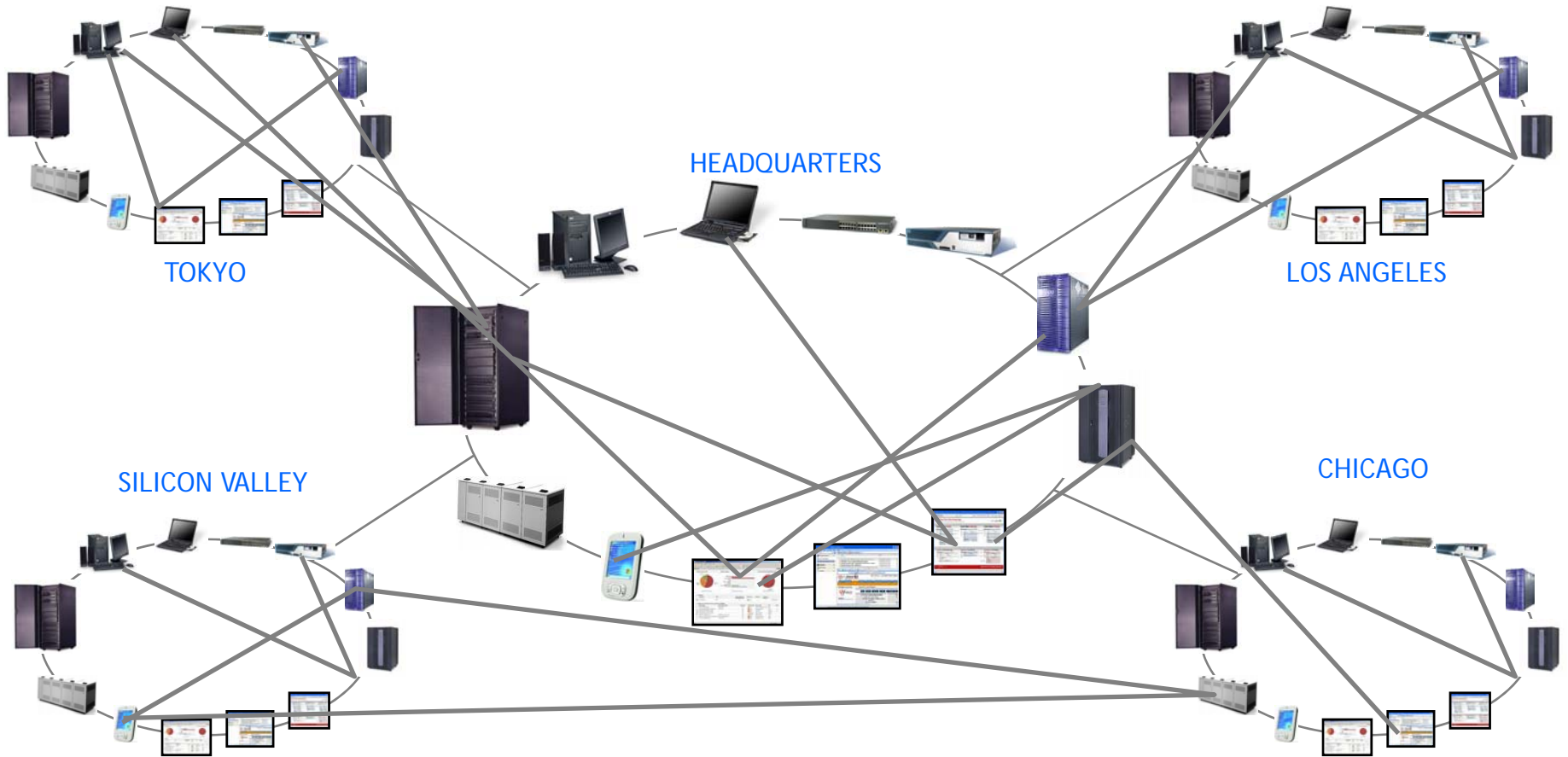
Tracks ALL Interrelationships



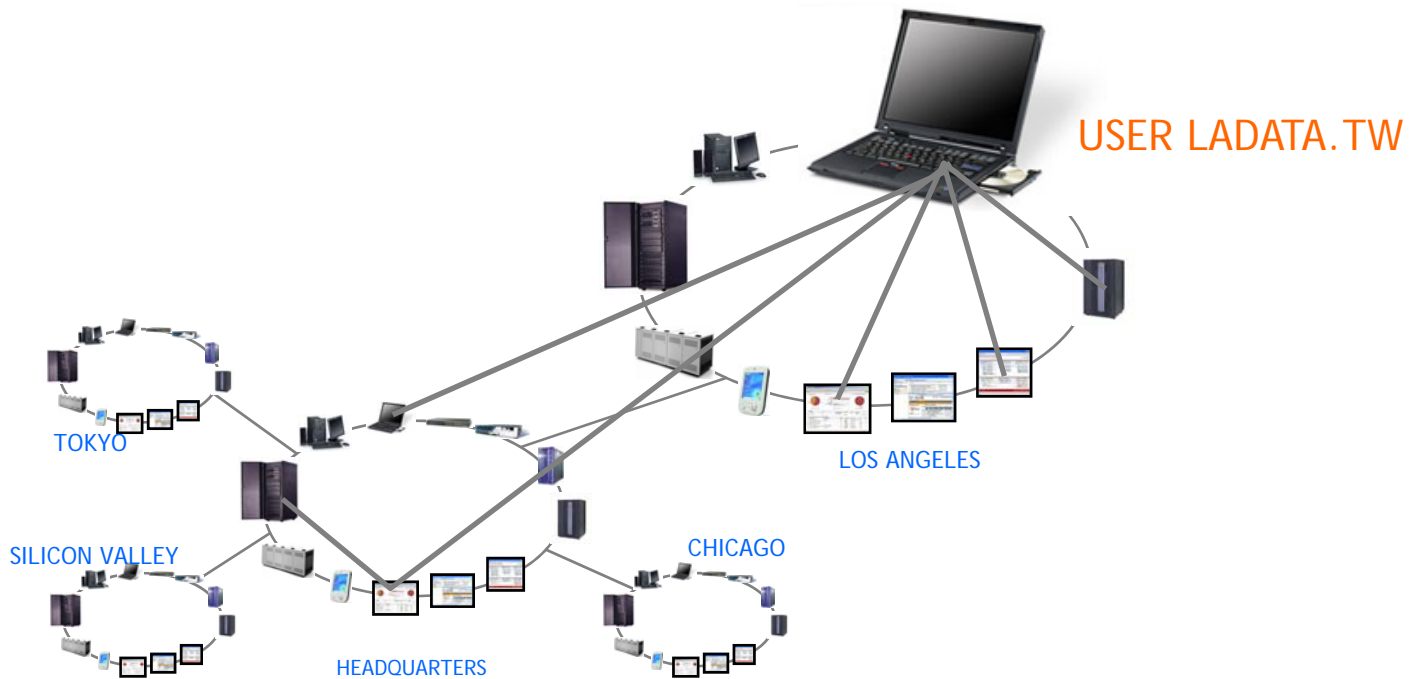
Builds Behavioral Profiles for Every S,C,A,N



Enables You to Step Inside Your IT Infrastructure



Step Inside Your IT Infrastructure



Case Study: Video Server as a Bandwidth Hog

Logistics Desktop

Shipping & inventory app. slow
Reported to: Apps. team

Accounting Desktop

Financial application slow
Reported to: Apps. team

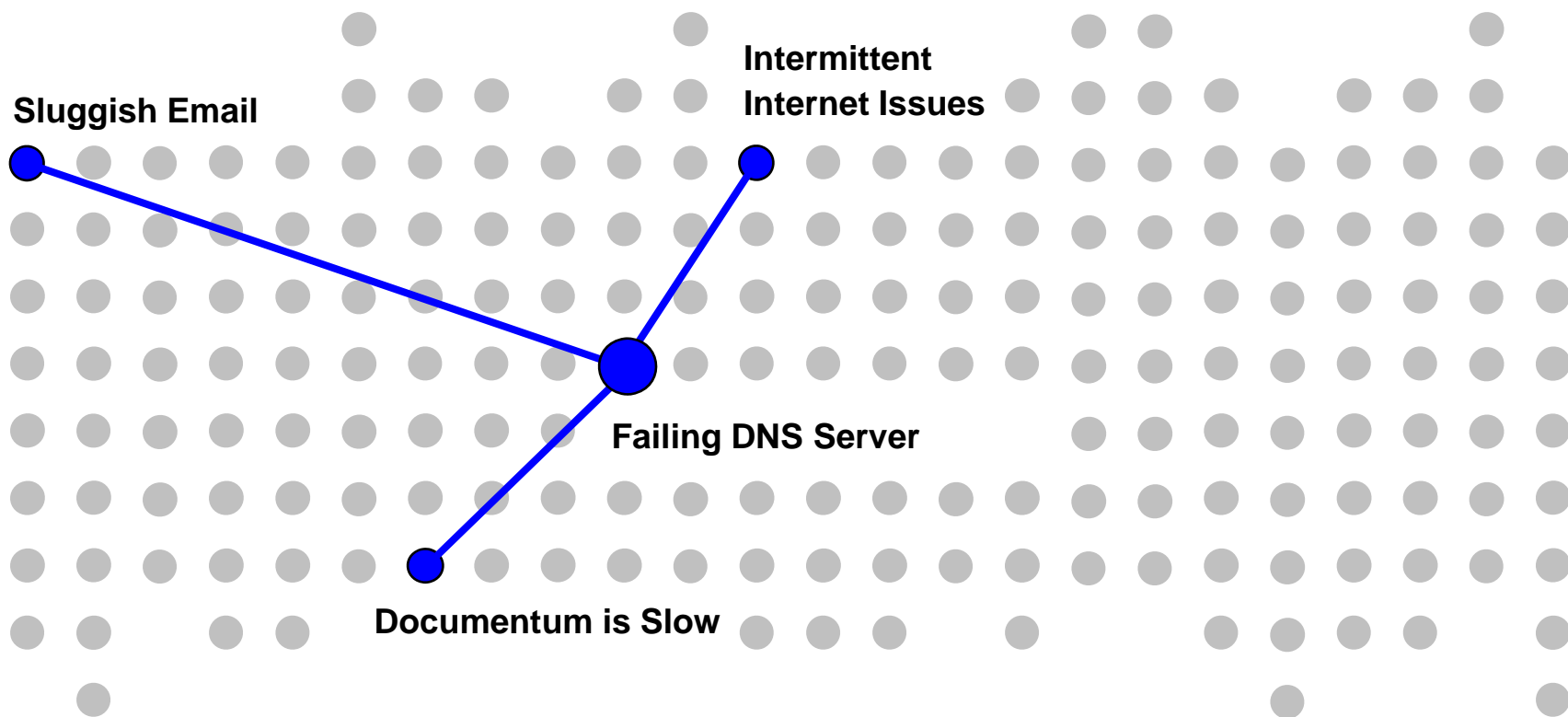
Unmanned Video Server

Dramatic increase in Internet bandwidth used.
Increase in # of endpoints served.
New endpoints aren't known customers.

Extranet Server

Customer facing portal slow
Reported to: Extranet team

Case Study: Network Service Brings All Apps to Their Knees



Summary

- IT has a mandate to improve app productivity
- Complex interactions result in complex problems
- New silo-free approaches are a must