



PROFILE

You are a regional small business in the field of facilities management. Your applications are hosted in the cloud by a datacenter contractor. The primary application is a CRM developed in-house specifically for facilities management. It is used by many mobile, commercial, and site-controlling users, connected by 3G within France. **This application is critical, and must remain continuously accessible without downtime, and must provide acceptable end-to-end response time.** However, users often report connection incidents and slow service. Obviously, you suspect that some slowdowns might be 3G-related, but **others might be from network equipment that is ill-suited for the transmitted flows, or insufficient servers.**

GOAL

The primary goal is to be able, at any given time, to assess the applications' response times as perceived by mobile users when they are connected and to determine the chief cause of the poor service.

SAAS applications Performance Monitoring

Once installed, the H5 virtual appliance makes it easy for you to generate per-minute response time graphs (Round Trip Time, or RTT, and Server Response Time, or SRT) for all flows exchanged between the hosted applications and mobile users. You will be able to narrow this search to a predefined period (weeks, days, hours, etc.) or to user complaint periods, and to easily produce and display graphs to go with them. Once this phase is complete, you will be able to configure the generating of regular reports, or set up alerts for excessively poor response times.

The diagnoses that can be made quickly by reviewing that data make it possible to tell the primary cause of the malfunctions and slowdowns and to determine which improvements should be prioritized: resizing servers, increasing the host's guaranteed capacities, or migrating users to 4G. After the improvements have been made, the H5 virtual appliance will allow you to confirm its positive effects on user experience. H5-Performance Reporter provides complete network traffic monitoring and covering all end users traffic.

