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May 22, 2012 09:15 AM Eastern Daylight Time

ManageEngine Adds User Experience Scores to Applications Manager

Apdex Scores Reveal User Satisfaction with Web Application Performance

- **New transaction tracing of URLs, SQL queries and other application components**

- **New performance metrics of Java/J2EE components**

- **Free trial download of ManageEngine Applications Manager 10.4: http://ow.ly/7evOs**

PLEASANTON, Calif.--(BUSINESS WIRE)--ManageEngine, the real-time IT management company, today announced the immediate availability of standardized user experience scores for web applications managed by its performance monitoring software package, Applications Manager. One of several new features to enhance monitoring support for Java transactions, the user experience scores are based on the Apdex specification and reveal user satisfaction with web application performance. Other new Applications Manager features include transaction tracing and performance metrics of Java/J2EE components.

Enterprises today rely heavily on a large number of mission-critical and revenue-generating applications. With so many different metrics being produced by so many applications, IT teams need a way to assess the performance of all applications with a standardized, meaningful metric. Apdex, short for Application Performance Index, gives IT pros a user experience metric that is comparable across all transactional applications. An Apdex score is something that senior management can easily understand and use to manage IT across multiple applications.

"Adding Apdex scores to Applications Manager makes it easy for lines of business to see how their applications are performing and ensure those applications are meeting service goals," said Gibu Mathew, director of product management at ManageEngine. "For development teams, we've also upgraded our Java web transaction monitoring capability to identify slow spots in a transaction by showing Java method level traces and database queries. Ultimately, enhanced monitoring means better performance and more satisfied users."

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Enhanced Monitoring in Applications Manager

The latest Java transaction monitoring enhancements to Applications Manager help IT teams and application developers gain deep visibility into the way business applications behave for the end users. Users can detect and resolve performance degradation issues regardless of cause.

IT administrators can view transaction trace history and performance metrics of all components, ranging from URLs to SQL queries. If there is any performance degradation, users can see a trail of Java method invocations to further pinpoint the problematic code. They can identify slow database calls, database usage and overall performance of the database. The comprehensive stats help IT personnel quickly troubleshoot application performance issues and thereby deliver a superior end-user experience.

Specifically, Applications Manager now features the following capabilities:

- **Apdex scores** are compiled from data collected over time and converted into a simple index, based on application responsiveness. Each Apdex score is measured on a scale of 0 to 1, with 1 indicating all the users are satisfied and 0 indicating none are satisfied.

- **Transaction traces** display the execution details for URLs as a tree structure. The trace charts the sequence of the internal invocations of the URL.

- **Performance metrics** of Java/J2EE components include throughput represented in requests per minute and top five slowest transactions.

Pricing and Availability

Applications Manager 10.4 is available immediately with prices starting at $795 for up to 25 servers or applications. A free, fully functional, 30-day trial version is available at http://ow.ly/7evOs. Pricing starts at $995 for the Professional edition with Java web transaction monitoring.

For more information on ManageEngine Applications Manager, please visit http://manageengine.com/apm. For more information on ManageEngine, please visit http://www.manageengine.com; follow the company blog at http://blogs.manageengine.com, on Facebook

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- Performance Monitoring Support for VMware vFabric™ tc Server Now Available in ManageEngine Applications Manager; http://ow.ly/7u42l

About ManageEngine Applications Manager

ManageEngine Applications Manager is application performance monitoring software that helps businesses ensure high availability and performance for their business applications by ensuring servers and applications have high uptime. It comes with out-of-the-box support for 50+ application servers, servers, databases and transactions spanning physical, virtual and cloud infrastructures. For more information on ManageEngine Applications Manager, please visit http://www.manageengine.com/apm.

About ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organization's need for real-time services and support. Worldwide, more than 60,000 established and emerging enterprises — including more than 60 percent of the Fortune 500 — rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine is a division of Zoho Corp. with offices worldwide, including the United States, United Kingdom, India, Japan and China. For more information, please visit http://www.manageengine.com/; follow the company blog at http://blogs.manageengine.com/, on Facebook at http://www.facebook.com/ManageEngine and on Twitter at @ManageEngine.

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Tags: ManageEngine, real-time IT, Zoho, Applications Manager, APM, Apdex, Java, J2EE, application performance monitoring, performance monitoring, end user experience, cloud monitoring, virtualization, cloud, IT management, business service management, user experience monitoring, workflow automation, network management

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