*have over half their applications hosted on the **Public Cloud***

*have over half their applications hosted on the **Hybrid Cloud***

50%

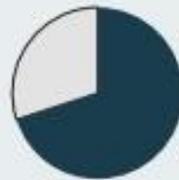*have over half their applications hosted on the **Private Cloud***

20%

20%

60%

*used an APM solution, help improve **End-User satisfaction***

15%

*said more than half their users access their applications through **mobile devices***

70%

*Said more than half their users access their application through a **web interface***

IT learning of performance issues from users: study

ManageEngine Survey reveals APM trends, industry predictions

T management company ManageEngine found out that 32 percent of businesses become aware of most of their application performance issues from their end users. These are the results of the ManageEngine Application Performance Monitoring Survey 2015.

Other findings of the survey are that 28 percent find most of their performance issues by running ad hoc scripts. More than half of those surveyed felt that the current set of pplication performance monitoring (APM) tools provide end-user satisfaction, but there is still room for improvement.

ManageEngine conducted its survey to gain deeper insight into the user trends shaping the application performance monitoring (APM) market. The company polled ManageEngine users as well as IT admins using alternative solutions.

Among the most striking findings from the ManageEngine survey is that nearly one out of every three businesses has end users - not APM software - providing the initial alerts that inform IT teams about application performance problems. Given the relative maturity of the APM market, that number suggests quite a few IT teams still face basic APM challenges, including:

No monitoring solution in place - IT teams still do not have a monitoring solution in place or do not have a monitoring solution that is equipped to detect certain types of performance issues, the study shows.

Monitoring solution is improperly configured - IT admins have not efficiently configured their monitoring. Others don't follow APM best practices, e.g., setting threshold values that allow some performance variation and only trigger notifications when performance is unacceptable.

Not all applications are monitored - Businesses still do not use monitoring solutions to monitor their entire application set. Often, only those applications deemed critical by the IT team get monitored.

Not all APM problems are anticipated - IT teams test their applications during the QA stage and set up monitoring, but an unforeseen problem arises later when the application is in production, being used by real users.

32%
get alerted of the problem by
End Users

4 HOURS

60%
take up to 4 hours to fix an application **performance problem**

81%
take up to 4 hours to **repair an outage**