

Solution Brief

Consolidating End User Experience Monitoring with IT Infrastructure Performance Insights

Accedian and Centreon deliver consolidated, real-time view of the whole performance picture

Enterprises require a complete view of their critical business application performance, whether they sit on premise or, as is increasingly the case, in a private or public cloud. As Gartner noted, in a recent study on **How to React to the Impact of the Cloud on IT Operations Monitoring**, “IT operations teams struggle to maintain service quality when they apply legacy approaches to monitoring.”¹ Comprehensive visibility, especially when it comes to the cloud, is a well-known challenge that enterprises are struggling with – and those with cloud-first and cloud-only strategies fare the worst. A new performance monitoring paradigm is required.

“For SaaS deployments, cloud availability dashboards are often available from the SaaS providers, but these have proved to be less than effective in helping IT operations deal with performance outages or degradations.”

Visibility gaps at this layer involve:

- Public and carrier network access
- Zero visibility of underlying infrastructure and applications
- Performance data limited to what is provided via API and dashboards from the SaaS provider”¹

¹Gartner How to React to the Impact of the Cloud on IT Operations Monitoring, Padraig Byrne, Sanjit Ganguli, 29 August 2018

Accedian's Skylight is a unified network and application performance monitoring solution (NAPM) built for virtual and cloud environments that monitors the end user experience for applications running on premise or in private and virtual clouds.

Centreon EMS is a hybrid infrastructure IT Monitoring solution that gives organizations a clear line of sight from business-level services down to the underlying layers of infrastructure.

It is clear that a more holistic view of application performance and end user quality of experience is required – one that includes both the perspective of how end users experience their applications and services, as well as how the IT infrastructure that supports these applications is functioning.

How are enterprises coping today?

IT operations teams today use a variety of adjacent tools to monitor their network and application performance. These tools generally fall into three categories, although within these three categories, a number of different tools may be required. The three categories include:

- NPMD solutions: Network Performance Monitoring and Diagnostics
- ITIM solutions: IT Infrastructure Monitoring
- APM solutions: Application Performance Monitoring

There is a fourth option, such as Accedian's Skylight™, that combines NPMD with application performance monitoring capabilities to ensure that performance and end user experience monitoring is covered from both the network and application perspective. These are referred to as NAPM solutions – unified network and application performance monitoring.

While tools from each of these categories are useful for monitoring and diagnosing issues within their own domains, IT operations teams struggle to get a clear, high-level view of the overall performance and availability of their digital business services – not to mention how their end users are experiencing those services.

- A real-time view is critical in answering questions such as: how is this business-critical service being delivered to my end users?
- An aggregated view provides answers to questions like: what actions must be taken to achieve the necessary service level agreements (SLAs)?

Further to the importance of these wide angle, real-time views, the ability to drill-down into problem areas to troubleshoot issues with rapid root cause identification is invaluable.

In particular, IT organizations need to reconcile two key insights into a single view to deliver optimal performance:

- Metrics that show the end user experience of the application for internal and external customers. At the end of the day, what matters most is to have users efficiently using the applications that fuel the modern digital business enterprise

- Metrics that show the performance and availability of the underlying legacy and multi-cloud infrastructure that applications are relying on: slight disturbances in the underlying infrastructure will impact performance if not proactively tackled; it is only a matter of time

The seamless integration of Accedian Skylight and Centreon EMS provides a comprehensive view

Accedian's Skylight combines NPMD and APM in a single integrated solution to keep track of every network flow and application transaction at scale, readily providing ready-to-analyze for immediate action.

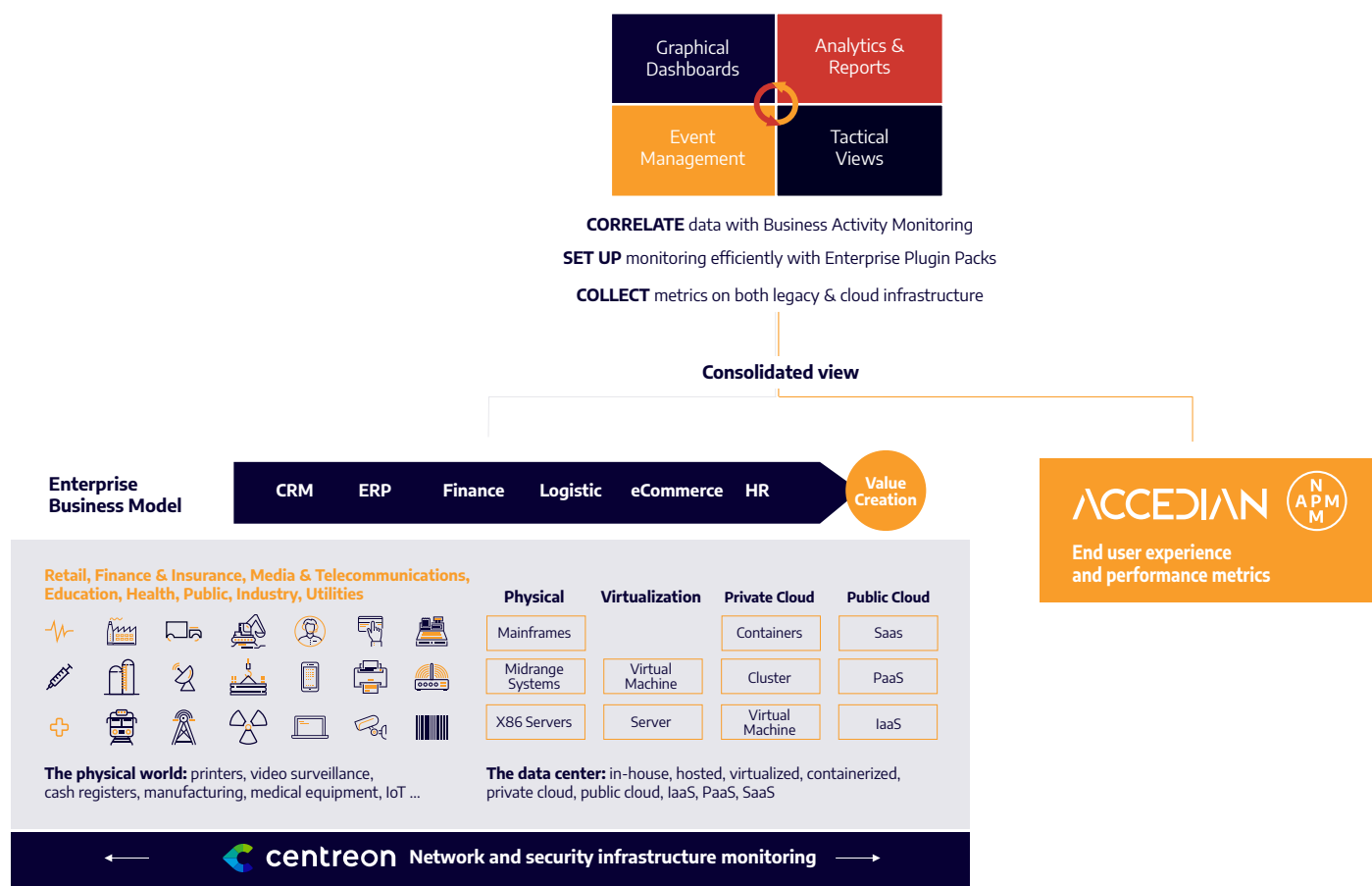
Centreon EMS is an umbrella ITIM solution that provides multiple real-time views and analytical reports for key availability and performance indicators – from infrastructure all the way up to business applications.

Combining Skylight's network and application monitoring insights into Centreon EMS real-time dashboards and analytical reports provides IT operations team with a comprehensive, end-to-end view of application performance, as well as end user experience of business-critical digital services. This allows IT operations teams to improve mean time between failure (MTBF) of business applications and drastically reduce mean time to resolution (MTTR) for critical business incidents. It also allows enhanced collaboration across teams and business functions.

"The combination of Accedian's Skylight and Centreon EMS allows us a breadth and depth of view on our IT infrastructure and performance like we have never had before. The ease-of-use and single pane of glass perspective for our entire IT environment has resulted in a significantly decreased mean time to issue resolution and a more efficient operations team."

Frédéric Gérard, Manager
Supervision and Industrialization Center,
Bordeaux Métropole





Accedian's Skylight and Centreon EMS together provide the following benefits:

- Consolidated view of application and network performance and infrastructure health with the ability to drill-down to root cause and correlate issue causation
- Real-time dashboards and reports for at-a-glance analysis
- Improved mean time between failure (MTBF) and reduced mean time to resolution (MTTR)
- Reduced risk with transformation or migration projects and application or infrastructure upgrades
- Increased collaboration across IT teams, as well as other business functions, such as planning and service teams

How the integration works

Centreon EMS builds on over 300 plugin packs to either directly collect key IT infrastructure metrics or indirectly connect to adjacent monitoring tools and collect advanced NPMD or APM indicators.

A new Centreon plugin pack has been developed to poll Skylight and retrieve key end user experience metrics that can then be integrated into the suite of Centreon EMS viewing and reporting tools.

Skylight's API and PVQL query language makes it simple for Centreon to collect the exact application performance metrics that IT operations teams need in their consolidated views to detect, diagnose and fix performance problems faster.

With the Skylight plugin pack, Centreon EMS customers can:

- Implement business application service mapping that correlates end user experience and infrastructure metrics into a single aggregated indicator (BAM module)
- View & share real-time graphical dashboards that display end user experience information alongside infrastructure performance and availability diagrams (MAP module)
- Report on their application SLAs, MTBF, and MTTR with consolidated performance, end user experience, and infrastructure metrics to better understand the business impact of technical decisions (MBI module)

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About Centreon

Centreon is a trusted software provider for enterprise IT monitoring of converging and hybrid infrastructure across a wide range of public and private sectors. Centreon EMS, its flagship solution, delivers unified views and streamlined, interoperable monitoring for business-aware IT operations management, eliminating costly downtime and boosting performance analysis. Centreon partners with resellers, enterprise system integrators and SMB service providers, offering on-the-ground technical support and training certification. Founded in 2005, Centreon is a growing reference for ITOps with head offices in Paris, France, and Toronto, Canada. For complete information on Centreon EMS click [here](#) or visit www.centreon.com.



About Accedian

Accedian is the leader in performance analytics and end user experience solutions, dedicated to providing our customers with the ability to assure their digital infrastructure, while helping them to unlock the full productivity of their users.

Learn more at accedian.com

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