Partner Datasheet AppDynamics & ServiceNow

Increase Operational Efficiency with AppDynamics and ServiceNow

AppDynamics and ServiceNow have partnered to offer our customers a best of breed solution to help manage the growing application demands of today's enterprises.

With ServiceNow's IT service management (ITSM) software, organizations can organize and standardize their IT tasks. With AppDynamics' industry-leading application performance management (APM) solution, companies can rapidly identify, troubleshoot, and diagnose performance issues in their applications in realtime. The joint AppDynamics and ServiceNow certified integration allows customers to prioritize and standardize the ticketing process and further reduce MTTR in a turnkey solution. These two best of breed products work together seamlessly to provide low risk, high quality, and proactive notifications to operations to resolve performance degradation issues.

With AppDynamics and ServiceNow on your application:

- Automate ticket creation process into ServiceNow Reduce troubleshooting time and minimize impact on your application
- Intelligent alerting Dynamic baselines generate alerts only when performance deviates from normal behavior. No more alert storming
- Full call stack analysis Quickly identify the root cause of performance issues with code-level diagnostics

| Summary Act | tions Executed (2) | | | | | | | | |
|---|---|--|---|---|---|---|--|---|-----------------|
| Event Type | 8 Health Rule Vie | plation Started - Critical | | | Violation State | Open | | | |
| Health Rule | Nusiness Trans | saction response time is | much t | | Duration | Ongoing (1 day, 21 hours | | | |
| | | ransaction Performance (load, ne, slow calls, etc) | | | From: 04/22/14 4:58:55 PM To: - | | | | |
| Affects | Checkout | | | | Actions Executed (2) 🤣 2 Custom Actions | | | | |
| | View Dashboard During Health Rule Violation | | olation | | | | | | |
| Business Transaction All of the following corr For Business Transact 1) Average Response | on response time is n aditions were found to | | nal started | violating and is | | | | Switch to the new UI | ۹ |
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Who is it for?

- IT Operations
- Production Support
- Developers
- Architects
- Anyone whose phone rings when the application is having problems

Problems solved

- Uptime & Availability
- Slow response time
- Memory Leaks & Thrash
- Stalls
- Deadlocks
- Slow database response
- Database connection pool areas
- End-User Monitoring

APP DYNAMICS

Supported Environments

Supported Run-Time Environments

Java 1.5 and above (both 32-bit and 64-bit)

Microsoft .NET CLR 2.0 and above (both 32-bit and 64-bit)

PHP 5.2,5.3,5.4,5.5

Java

Apache Axis Apache CXF Apache Tomcat BlazeDS Cassandra with Thrift and DataStax Framework ColdFusion **FJB** GlassFish Hibernate JBoss JMX Message Listeners JSF OC4J (Oracle Application Server) Oracle Oracle Coherence OSGi Infrastructure (Felix, Equinox, Apache Sling) Resin Servlets Spring Beans Solr Struts Struts Action **Tapestry Tomcat** WebLogic webMethods WebSphere Wicket XFire Google Web Toolkit Apple WebObjects Inifinispan JAX-RS (REST)

.NET

ADO.NET ASP.NET Microsoft IIS Microsoft Windows Services and Console (.NET Standalone) WCF SharePoint Windows Azure MVC 5 Async Support

PHP

Apache Drupal HTTP (PHP Web) Symfony Web server running php-fpm WordPress Zend Redis Rabbit MO

Messaging

Active MQ Fiorano MQ IBM MQ Series IBM WAS Embedded JMS JBoss MQ Open MQ Oracle QA-JMS Progress Sonic MQ Rabbit MQ Rabbit MQ Spring client Tibco RV WebLogic Embedded JMS

Supported Databases

IBM DB2 MySQL Oracle PostgreSQL SQL Server Sybase ASE Mongo DB

What makes AppDynamics different?

Wide & Deep Visibility for Production

- End-to-end browser to backend visibility
- Built for production environments: < 2% overhead
- Designed for highly-distributed/SOA architectures
- Business transaction-centric

Auto-discovers Application Map and Transaction Flows

- Short Mean-time-to-Resolution
- Complete code-level diagnostics when you need them
- Analytics reveal business impact in seconds
- Comprehensive coverage of common application performance issues
- Insight into database performance and SQL execution
- Automated response with Application Run Book Automation

Intelligent

- Self-learning baselines to automate threshold configuration
- Automatic scoring of business transaction performance
- Best fit for agile environments dynamic code instrumentation

Fast & Easy

- Fast time-to-value (measured in minutes)
- Easy to use for Development and Operations

Cost Effective

- A fraction of the cost of legacy APM solutions
- Simple subscription pricing model

Try it FREE at www.appdynamics.com