



# Four benefits of Application Monitoring

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**Many companies today are monitoring their systems manually in order to make sure their applications are available and working properly. This means that some systems are being checked manually several times each day. If something does not work, the information about the problem is often not discovered until reported by the end users.**

With application monitoring, the enterprise servers and applications will be checked and controlled around the clock. If any functions or sub-processes stops, it will be detected immediately and in many cases the error can be corrected before users even notice.

## 1. Discover downtime 'almost' before they occur

No one wants to experience downtime. Without an automatic monitoring, troubleshooting must be done manually when system problems occur and it often takes a long time before you understand the cause of the problem. Simple things like that the number series for the invoices or order forms running out simply must not happen, especially not in the middle of an invoicing run. With application monitoring the finance department will be warned, before a series of numbers run out so it can be corrected in due time.

Monitoring can help us to see what is about to happen before it happens, and we can learn from studying the surveillance. Over time, monitoring can reveal patterns, for example, if an application shuts down at regular intervals. When a pattern shows up it is easier to troubleshoot, and conduct proactive stabilization.

## 2. Quick fixes for downtime

Most often, the monitoring system can identify where the fault lies. It saves a lot of time in troubleshooting and problem resolution once a system has experienced a problem.

A Downtime resulting in unfulfilled customer orders, materials and delivery planning not being executed, or delayed billing can be very costly if things go badly. As an IT manager, you know that quick

resolutions are expected, however difficult to achieve if the alarm is raised at the very last minute.

A nightmare scenario may be that at 8am there is 500 users around the world attempting to log into the same application without success. With application monitoring the problem would have been detected immediately when it occurred, and most likely would have been resolved before the employees began their workday.

### **3. Ensure that the integration between the systems work**

It is increasingly common that the business-critical systems talk to each other without the involvement of people. An example might be an integration between eCommerce and the ERP system. When an order is placed in the eCommerce system, it often goes straight in to the ERP system to be administered and taken care due to a direct integration between the systems. If there is an interruption in this process no order will be placed, and thus a risk that the customer turns to a competitor instead.

The human factor, overloaded systems or problems with connectivity can interfere with communication between the different business systems in a way that will cause big problems and will take a long time to understand and analyze. It is however possible to bring attention to these types of issues before they can cause major problems with application monitoring

### **4. IT and support are always on track**

With a monitoring system in place, you will get notified of unpredictable downtime within a maximum of 4-7 minutes after it has happened. An alarm goes to the person responsible, either by email or SMS. You can choose the level of sensitivity and who to be responsible for solving the problem. You can choose the level of sensitivity and who will be to be responsible for solving the problem. Either you take care of it yourself or give the responsibility of the whole monitoring process and resolution to iStone

Good support and customer service will be guaranteed secured, when you know that you will be the first to know if something does not work. Instead of getting a storm of calls to explain that something is not right, the IT support will know which of the systems that does not work and can thus proactively inform users that they are working

to resolve the situation. It creates peace and greater confidence in the systems and the IT function.