



# Newtest

Proactively measure the performance  
of your critical applications

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## Monitoring your critical applications from the end user's perspective

The Newtest solution is a system that measures the perceived quality of critical applications from the point of view of the end user. This solution measures the 24/7 availability, performance, and response time of your critical transactions, whatever the type of application they involve (business, web, mobile, fat client, and other applications).

Each Newtest Robot regularly simulates business transactions from representative points in your company. Newtest gives you round-the-clock insight into the availability, response times and performance of your critical applications from each measurement point, enabling quick and easy identification of malfunctions, immediate notification of incidents, and resolution of problems before they affect users.

### The basics of operation

An analysis of the measurements to be conducted must be made beforehand in order to determine the business transactions to monitor, the location of Newtest Robots at representative points within the company, SLA targets, alarms to issue, and other parameters.

#### Programming and deployment of measurement groups

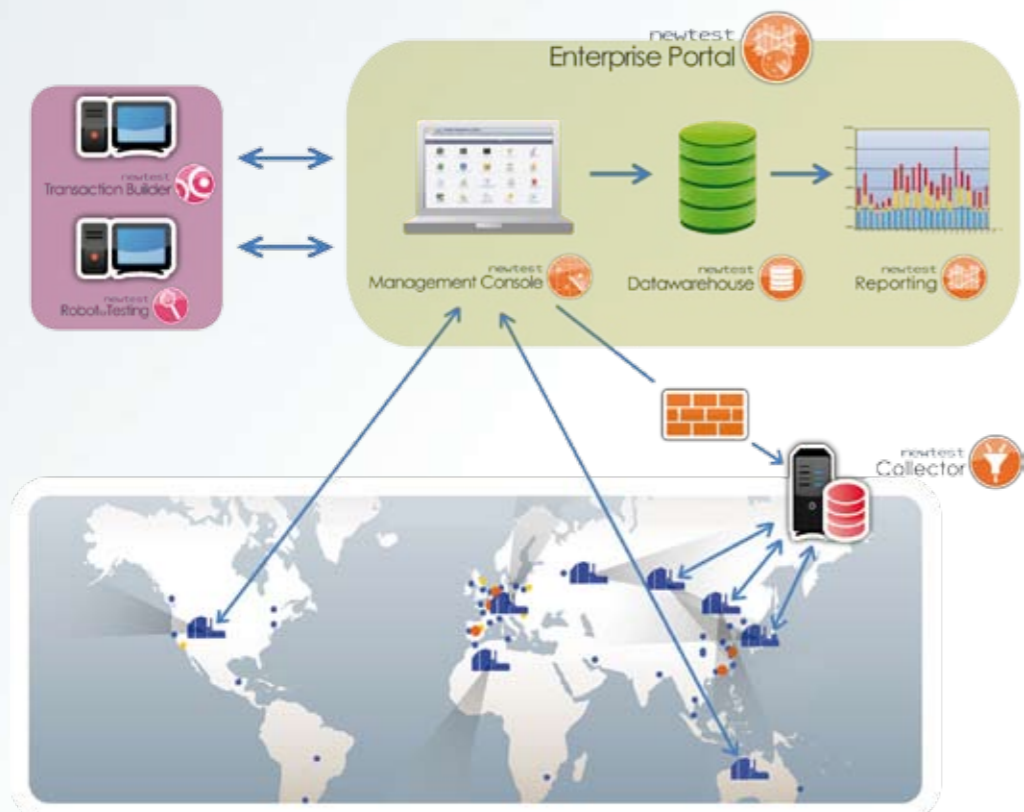
Measurement scenarios targeting critical transactions are created with Newtest Transaction Builder. These are subsequently deployed to Newtest Robots.

#### Measurement of the quality of service of applications

In accordance with their programmed frequency and calendar of execution, Newtest Robots replay business transactions as they were recorded, to measure performance and alert designated staff in the event of a service deterioration or unavailability.

#### Supervision and reporting

The measurements made by robots are transmitted and centralized. These results are the basis for the generation of quality of service dashboards and real-time supervision of applications.



### An open system

Newtest measurements can be interpreted alongside technical and/or business metrics with a view to assessing the impact that the infrastructure has on "end-user" quality of service, or to associate a deterioration in application performance with a decline in business activity.

#### Use of SNMP and XML standards

Newtest's architecture is designed to standard; it is easily integrated into diverse technical environments to complement existing products and build global solutions for service level management.

#### Use of your database

The Newtest database is available in SQL Server and Oracle formats.

#### Openness to other monitoring tools

Newtest Management Console monitoring data (status of transactions and robots, diagnostics, etc.) can be made available to third-party products through an optional SOAP web services interface. This characteristic makes it possible to present Newtest monitoring data on displays that are tailored to the needs of control rooms.

#### Interoperability with business intelligence solutions

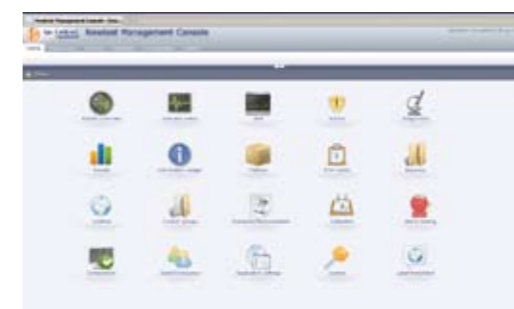
Newtest Datawarehouse is organized along analytical lines that facilitate its use by solutions like those offered by Business Objects, Cognos, Hyperion and others.

## Benefits

- Works with any kind of application
- Objectively measures response time and availability
- Proactively monitors critical transactions 24/7
- Helps you to foresee performance deteriorations
- Reduces time to identify and resolve incidents
- Prioritizes resolution of malfunctions based on business impact
- Facilitates drafting and negotiation of service level agreements
- An open measurement system
- Autonomous, fully secure operation
- Centralized management and administration
- Rapid set-up, reduced time-to-operation
- Provides visibility into trends, status, and more

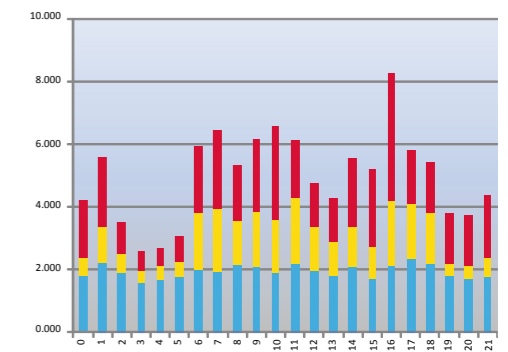
### A supervision console

The supervision console provides a real-time view of the errors and diagnostics generated by measurement scenarios. This console also handles configuration and administration of Newtest components.



### A reporting universe

Newtest Reporting allows you to track the evolution of your applications' service levels in real time and benefit from some fifty pre-formatted reports. These reports can be exported (PDF, Excel, etc.) and e-mailed.



### Operation display

This option enables control teams to display a simplified supervision console in the form of an "image wall".

Each of the image wall's building blocks shows the real-time status of robots (OK, degraded performance, unavailability, maintenance), as well as the duration of any alerts in progress.

A screenshot of the Operation Display interface, showing a grid of robot status indicators. The grid contains various labels like 'GMAIL\_AGENDA', 'MAIL TEST', 'CARGO FRONTAL', 'AGENCIES ACCESS', 'CORPORATE MAIN', 'INTRANET', 'MILES PROGRAM', and 'RESERVATION', each with a corresponding status icon.

### Newtest's contribution to ITIL processes

Measurements of response times, application availability and, more broadly, performance from the standpoint of the end user are requirements expressed by ITIL. Newtest contributes greatly to the following processes:

- > Service Level Management
- > Availability Management
- > Incident Management
- > Problem Management
- > Service Desk



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Newtest gives you the unique, integrated monitoring tool you need for monitoring all of your digital services.



## ➔ Business applications

Newtest supports all corporate and telecom application technologies (mainframe, client/server, fat client, thin client, etc.).



## ➔ Web applications

Newtest monitors all web applications including websites built on rich technologies (Java, Flex, Silverlight, etc.).



## ➔ Voice applications

Newtest monitors interactive voice servers to check that they are operating correctly. Moreover, Newtest can assess whether applets are operating as they should and also measure speech quality.



## ➔ Video applications

Newtest can monitor the availability and quality of all videos very simply, whatever the format of the video (streaming, VoD, IPTV, etc.).



## ➔ Mobile applications

Newtest measures the availability and performance of mobile applications (BlackBerry, iPhone, etc.).

## An International presence

**Industry / Services**  
**Bank / Finance**  
**E-Commerce**  
**Public service**  
**Operators / Media**

Motorola • Total • Sony • Ikea • L'Oréal  
HSBC • Barclays • Wellpoint • Fortis • Dexia  
PriceMinister • Vente Privée • Mappy • La Redoute  
La Poste • European Parliament • City of Lausanne  
Vodafone • Colt • KPN • CanalPlus • Swisscom