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JENNIFER®

ENTERPRISE APPLICATION
PERFORMANCE MANAGEMENT

JENNIFERSOFT,INC.

WHAT IS **APM?**

The demand for APM will continue to increase. Because it plays the pivotal role in stabilizing IT service while the transaction of web application increases and the IT environment becomes complicated. Given it is necessary to secure the performance of core applications along with expandability and responsiveness, the APM such as JENNIFER becomes not just a good product, it is the must-have solution.

APPLICATION PERFORMANCE MANAGEMENT INDICATES THE SYSTEM OF MAINTAINING AND MANAGING AN APPLICATION IN OPTIMAL CONDITION THROUGH CONDUCTING THE PERFORMANCE MONITORING OF APPLICATION AND FORECASTING POTENTIAL PROBLEM.

Application Performance Management (APM) is a system management methodology that focuses on monitoring and managing application software performance and service utilization. It includes real user monitoring, deep dive application component monitoring, transaction monitoring, and analytics. It is a critical function managed by DevOps, IT operation, application teams, developers, support teams, business managers, and other application professionals.

*APM : Application Performance Management

What is JENNIFER?

JENNIFER is a performance management solution for monitoring and analyzing performance at each stage of the lifecycle: development, testing, launch, operations, and stabilttion tlications. It has powerful features such as real-time monitoring of services and resources, performance and fault analysis, reporting, etc. Real-time monitoring and X-View help clients to handle application management tasks more quickly and efficiently.

BENEFITS

Application Performance Management (or APM) is the must-have infrastructure to prevent the malfunction of applications and shutdown of system or to prevent the decline of competitiveness. Adopting APM makes your system much stable by detecting and preventing the malfunction of application you are currently running or you are planning to develop.

Integrated Performance Monitoring

JENNIFER provides comprehensive and integrated performance monitoring through its many dashboard views, which include Real-user Monitoring and Real-time Topology.

Fast Problem Troubleshooting

JENNIFER's continuous monitoring helps with rapid detection and troubleshooting of performance problems. That can help prevent the problems from affecting service availability later.

Service Availability

JENNIFER analyzes statistical data regarding system resources, application performance and errors with a view to achieving continuous and optimal service availability.

Improved Customer Satisfaction

Minimizing system downtime and improving overall performance at the application and system levels greatly improves customer satisfaction.

10 REASONS TO USE JENNIFER

Jennifersoft has concentrated on coming up with a software by putting every resources from developing Web Application Management. The product would include the industry's first technology such as monitoring on individual transactions in real-time. By working side by side with end-users, we are learning more about continuously evolving IT environment and application development trend. By doing so, we believe that Jennifersoft would launch what customers really need. we have been told by our customers that 'JENNIFER is practical software'.

01

JENNIFER is a reliable solution package as it has been widely used by over 1,000 clients across the globe since the year of 2005.

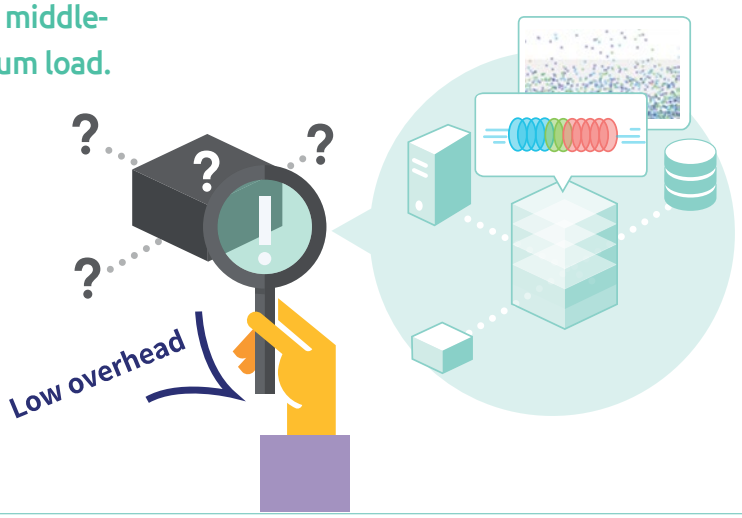
As JENNIFER has already been proved by over 1,000 clients, it is highly reliable package software. We continue to upgrade our solution responding to changing IT environment and users' requests.

*JENNIFER was registered on Gartner's Magic Quadrant for Application Performance Monitoring Suite in 2015.

02

JENNIFER allows you to monitor what is really happening inside the middle-ware such as Black box with minimum load.

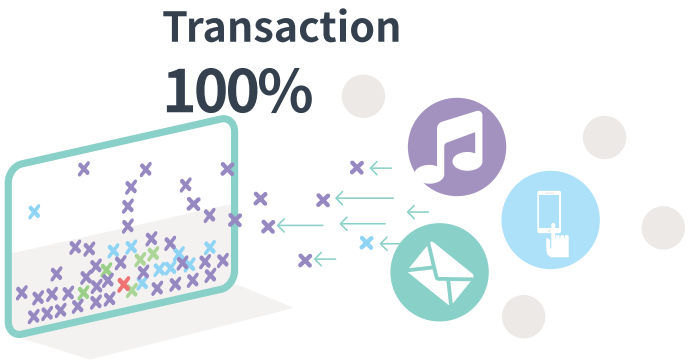
Web service is the most crucial part of IT companies. JENNIFER is a solution monitoring the web service. The software monitors what is really going on inside the middleware such as a black box in real-time.



03

JENNIFER conducts True Real-Time monitoring on entire transactions.

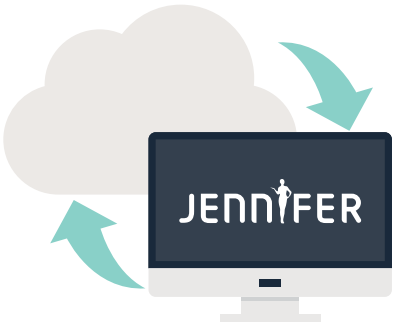
JENNIFER conducts monitoring (True Real-time) on entire transactions in real-time. As the software monitors the web service that plays a critical role in IT companies, they are able to conduct performance monitoring on all users' requests by only using JENNIFER.



04

It is easy and convenient to use JENNIFER under cloud environment.

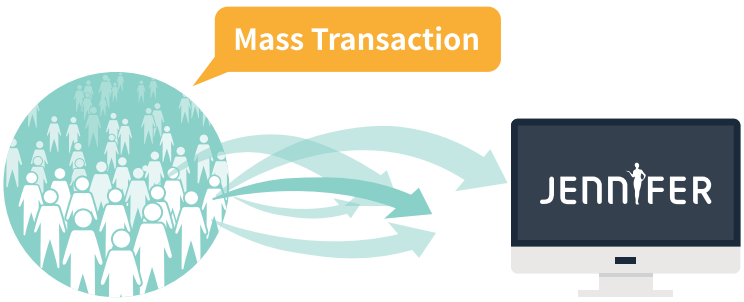
One of the most significant new IT trends is the cloud (high capacity system) environment. One of the distinct characteristics of the cloud environment is that the cloud system must be able to adjust the number of servers as needed according to the transaction volume, without any hardware constraints. JENNIFER supports application performance monitoring in the cloud environment through Agent Auto Detection, Central Configuration and Central Deployment functions.



05

JENNIFER allows you to seamlessly monitor large amounts of transaction.

JENNIFER also provides Auto Scaling feature under the Cloud environment. Based on expandable architecture, JENNIFER allows you to run integrate monitoring on large capacity service.



06

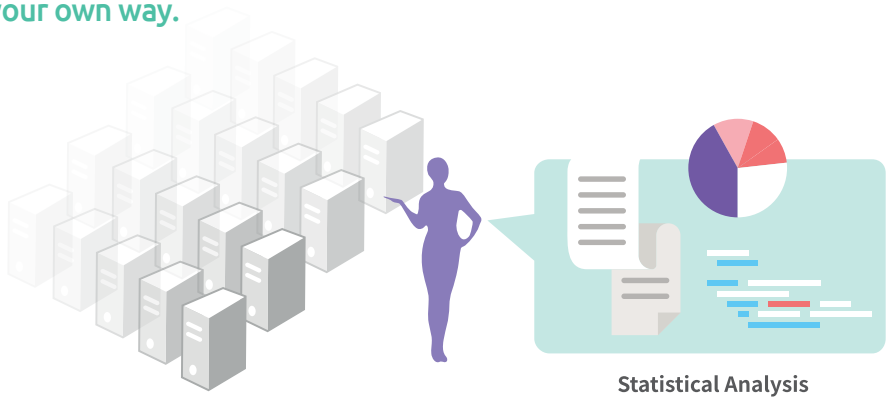
Thanks to its intuitive dashboard and UI/UX, JENNIFER allows anyone to easily conduct monitoring.

JENNFIER continues to enhance the quality of its UI by open sourcing the UI component (JUI.) While JENNIFER monitors the performance of applications that requires professional and technical knowledge, it is designed for anyone to conduct its monitoring without difficulty through convenient UI/UX.

07

JENNIFER provides professional analysis features that are required for performance management. You are able to utilize every data collected from JENNIFER in your own way.

JENNIFER provides professional analysis features that are necessary for the performance management. (our expertise over the past 10 years has been reflected.) Clients are able to conduct professional analysis (necessary for their performance management) by using quantitative data (basis of expanding system.)



Statistical Analysis

08

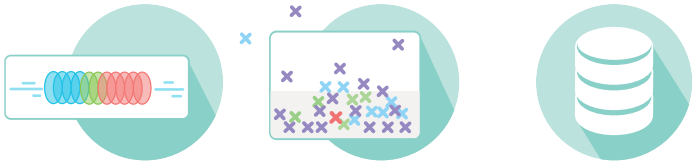
JENNIFER enhances user convenience by providing various reports, web manual, and role-based dashboards.

JENNFIER allows casual users to produce various reports. (just like writing an e-mail) In addition, it enhances the user interface by providing its manual on the web. Users no longer need to look through the manual. The software provides dashboard that is suited to various users with different purposes.

09

JENNIFER owns the source technology on Active Service, X-View, JENNIFER DB (Repository) that are core technology for initiating APM.

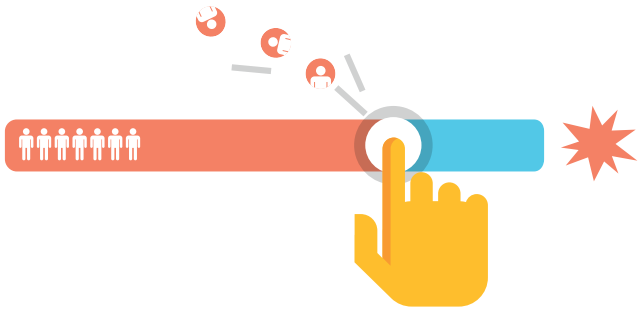
JENNIFER holds the source technology that is necessary for APM including active service, X-View, and JENNIFER DB. We provide the JENNIFER DB (Repository) developed by our own technology, there are no further costs to use the DB.



10

JENNIFER provides Peak Load Control(PLC) that would maintain the current level of service when unexpected amounts of load occurred.

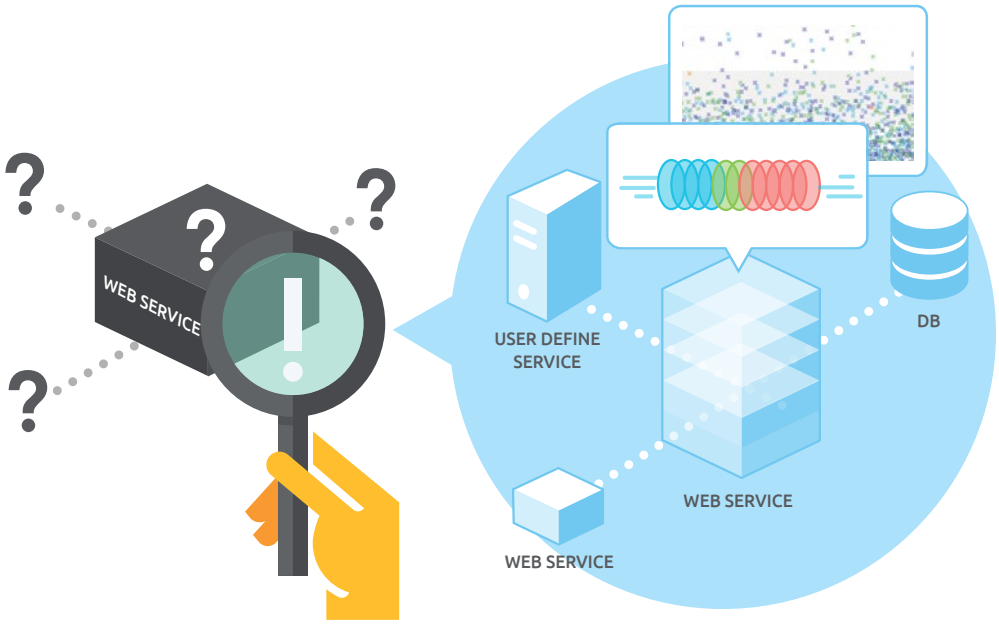
JENNIFER provides Peak Load Control (PLC) feature that helps control the level of service when unexpected loading amount occurs. The feature helps prevent the shutdown of operating system due to sudden rise of transaction. (such as sign up for classes, ticket reservation launch, shopping mall event, and etc.)



Monitoring Area

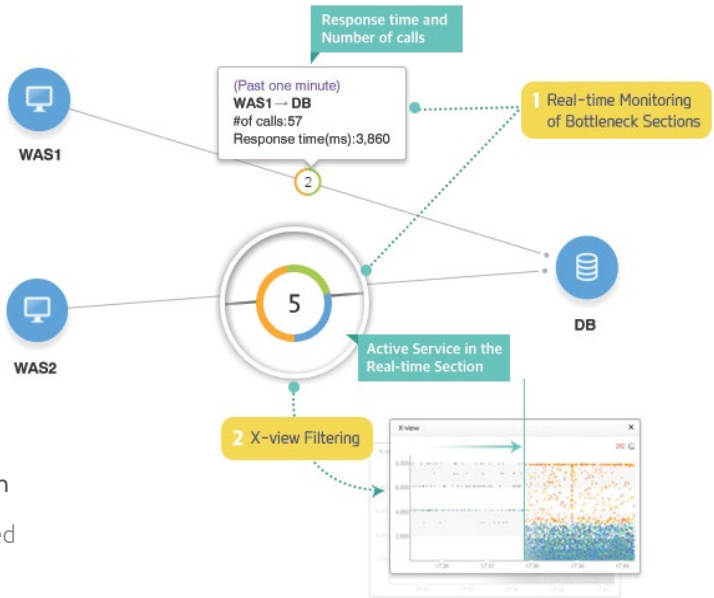
Real-time Web Systems Topology View

JENNIFER's topology view is a key feature enabling visualization of Web systems across the whole enterprise. JENNIFER provides effective monitoring of the Web application server (WAS) in a black box fashion. In fact, it enables monitoring of each transaction that takes place in the WAS. JENNIFER's advanced capabilities include monitoring of transactions in the DB, external services, HTTP server, and other subsystems associated with the WAS.



Real-time Monitoring of Bottleneck Sections

Using active service data for subsystems and response time data, it is possible to intuitively monitor the locations of bottlenecks. for example, it is possible to monitor whether load balancing is achieved by database (DB) dualization. This enables you to head off faults before they happen.

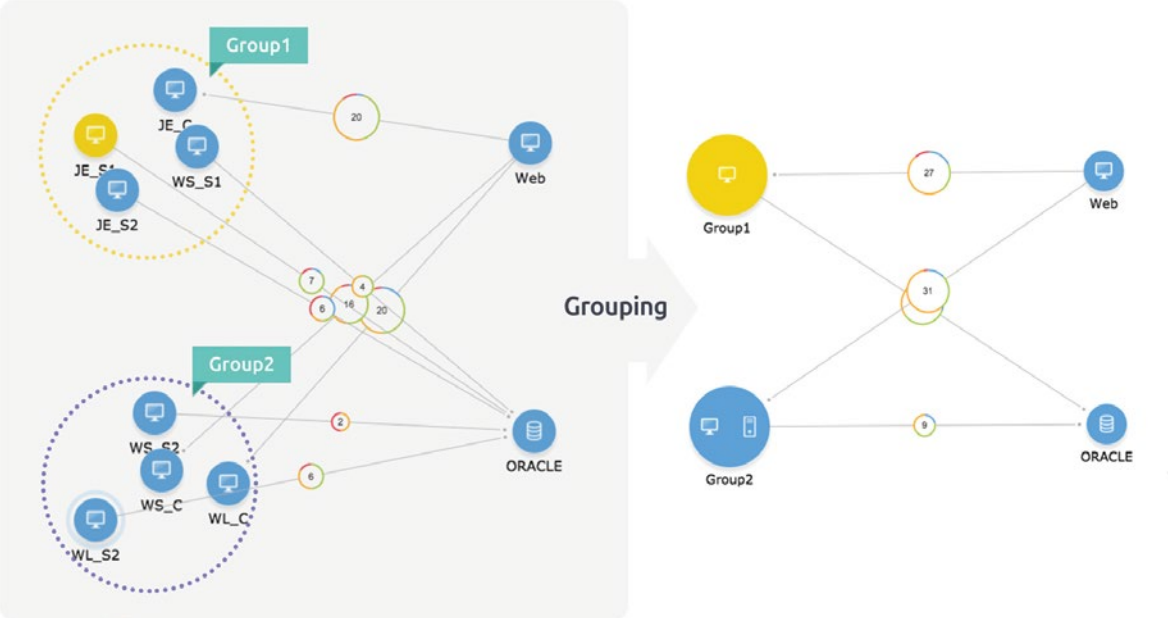


Analysis of Response Time Distribution (X-View) for All Transactions Executed in a Subsystem

It is possible to intuitively analyze all transactions executed in a subsystem through X-View.

Monitoring of Large-scale Sites by Grouping

Large-scale Web systems use a lot of instances to execute the same service. It is possible to monitor the instances through real-time grouping.



Monitoring in Cloud Environments

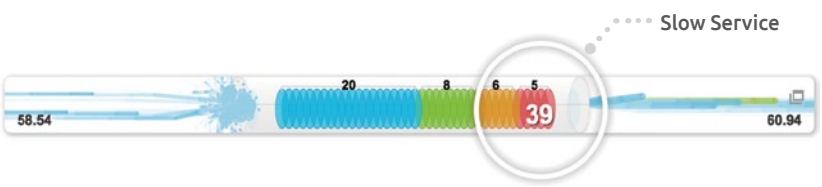
It is possible to monitor increases and decreases in the number of instances in real time. If instances do not increase in response to traffic, it is possible to handle the situation through the auto-scaling feature.

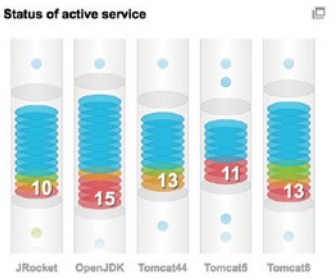
Browser Real-User Monitoring

The performance of a web service is no longer measured in terms of hardware and software usage alone. Customer satisfaction is fast becoming a key performance indicator across virtually all industries, and web services are not immune to this movement. Companies are looking to monitor accurately what customers are experiencing when they use the services, so that they can make improvements to the process and achieve higher levels of customer satisfaction. To answer this need, JENNIFER now offers a real-user monitoring (RUM) feature. JENNIFER measures transaction response time from browser to server, providing a detailed analysis of the application's performance as it traces a user activity path employing the web service.

Individual Transaction

Real-time Active Service Monitoring





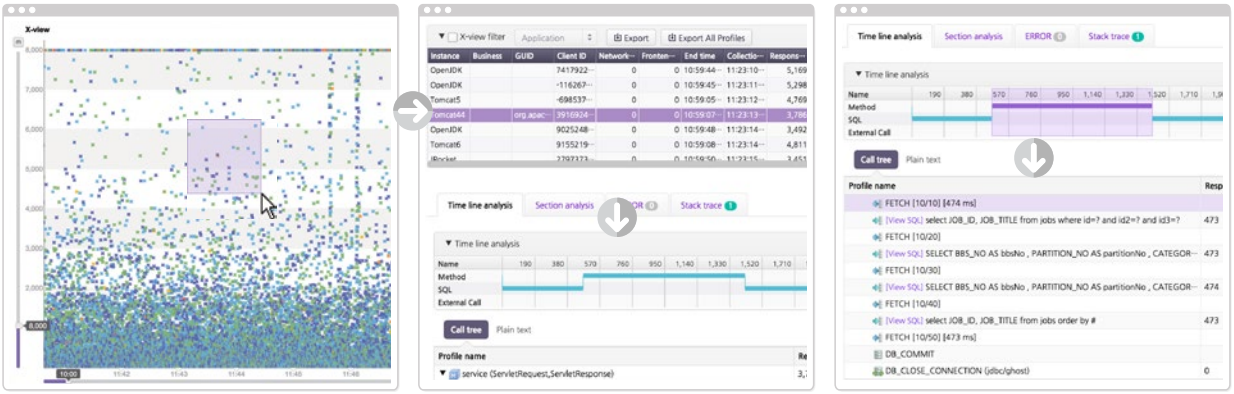
Real-time Active service monitoring provides speed meter graphs for all processes by which user requests are handled, from immediately after the request hits the Web application server. It is possible to monitor information on transaction execution status, including which transactions are not yet processed, which users are suffering response delay, and which SQL query is currently executing.

JENNIFER X-View

X-View is a chart, developed by JenniferSoft, which visualizes response times for all executed transactions in graph form. Users can monitor the response times of all services at a glance through X-View in order to discover bottleneck patterns. It also enables analysis of transactions, users, applications, etc. from various perspectives.

Smart Profiling

JENNIFER's X-View analysis tool, showing the response times of individual transactions, has proven its worth to many customers. Profiling and analysis of individual transactions are advanced functions tools used by developers or professionals specializing in performance tuning. So, JENNIFER also provides a Smart Profiling function that enables easy analysis and configuration of profiling data. This function is so simple to use that anyone can quickly and accurately identify the location of a performance deterioration or a processing delay in a transaction by using filtering and analysis.

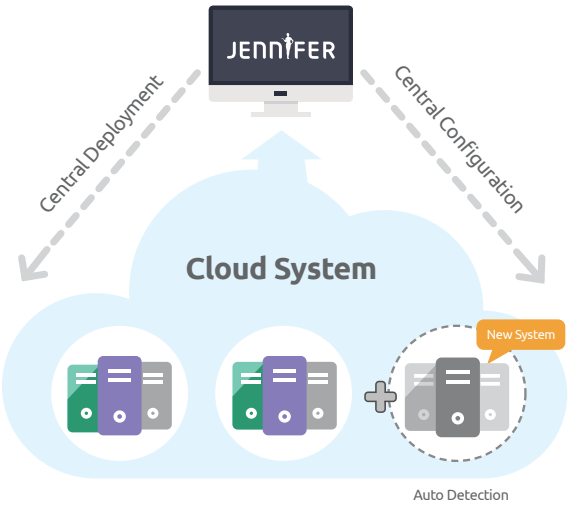


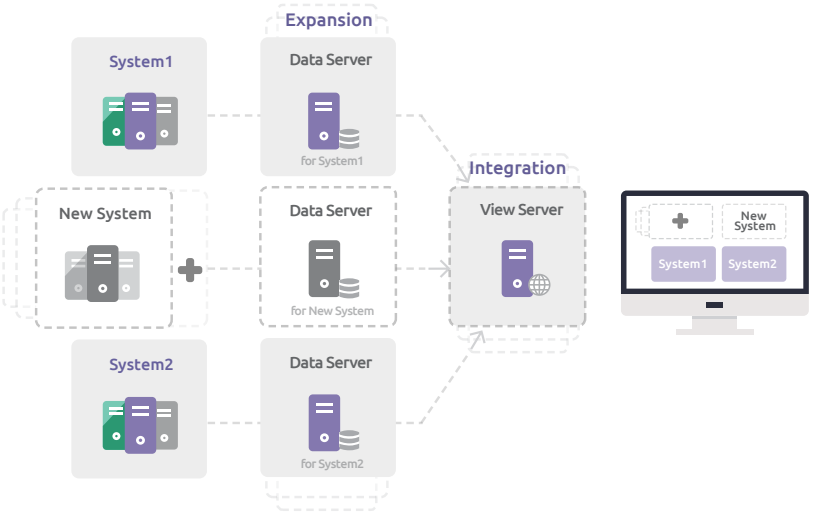
Architecture

Cloud Support

Cloud computing is revolutionizing how IT resources are used and managed. Administrators can now setup or take-down virtual servers in minutes as needed also the applications that run on them. To really benefit from a cloud environment, the flexibility and convenience that it offers in terms of hardware resourcing has to be matched in the application deployment and performance management space. JENNIFER provides the following three features, which support application

- Automated detection of system expansion.
- Integrated agent management.
  (Deployment and upgrading of JENNIFER agents)
- A dashboard for the service (domain) perspective.



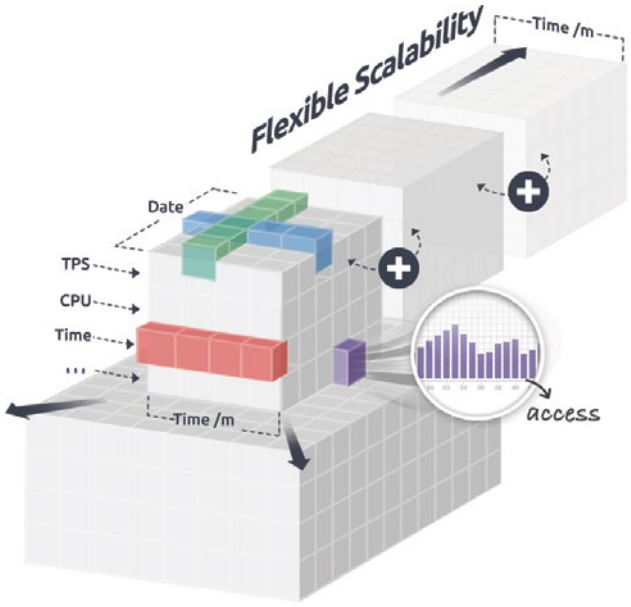


Scalable Architecture

APM typically needs to monitor more systems and store more data these days due to a proliferation of web systems. For that reason, JENNIFER changed its architecture from a conventional agent/server architecture to an architecture that uses different servers for data collection and view generation.

JENNIFER Repository

JENNIFER Repository has a highly flexible and expandable architecture. Users can store and compare huge volumes of performance data, removing the need for additional systems.



Platform

Platform Support

Web systems run on a wide variety of different platforms. JENNIFER supports monitoring for Java platforms, Microsoft's .NET, and PHP.

View

HTML5 View

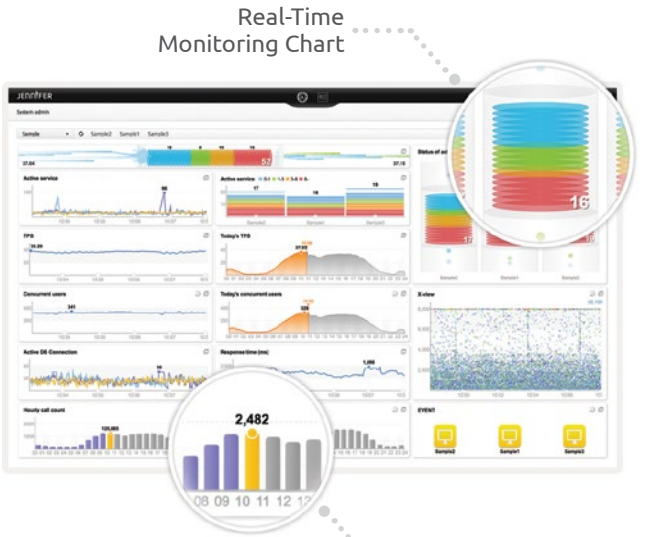
JENNIFER offers N-screen monitoring implemented with standards-based HTML5. Users can view JENNIFER screens without extra plug-ins for browsers or devices (PC, mobile, tablets, etc.).

* N-screen : Enables the user to view the same content via several different devices.
* BYOD (Bring your own device) : Utilization of personal smart devices for the business activities in the company.

Role-Based Dashboard View

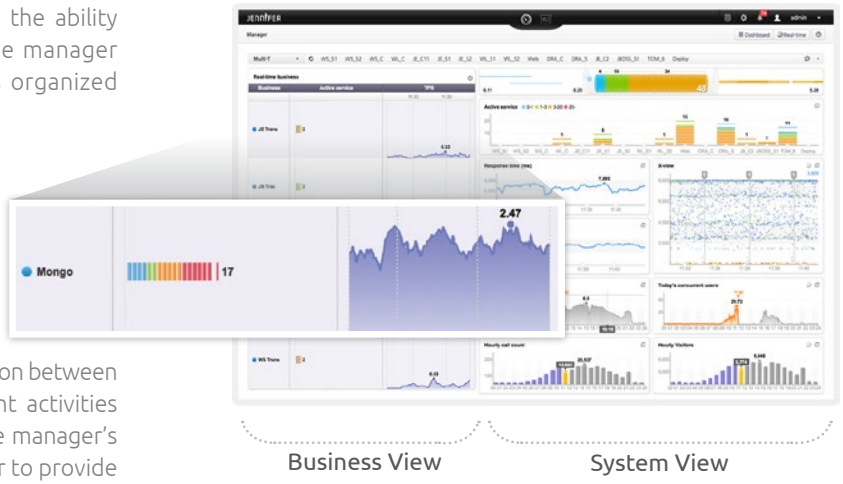
System Administrator Dashboard

When performance issues occur, the system administrator is responsible for identifying problems and stabilizing the operation of services. The system administrator dashboard consists of a real-time monitoring chart for services and system resources and a chart for comparing statistical information. With these charts, the system administrator can not only analyze the service load and performance status but also carry out normal system operations.



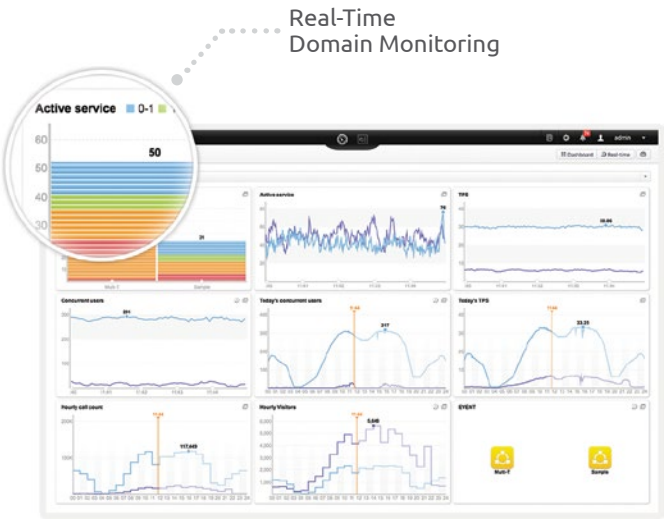
Manager Dashboard

Although this dashboard relates primarily to mangers in the IT department, it is possible that a consulting team or IT planning group would require the ability to monitor operations in a similar way. The manager dashboard provides monitoring functions organized into two different perspectives.
With these function, the manager can intuitively identifycorrelations that indicate the causes of a deterioration in business performance. It is possible to see whether the deterioration is a problem with the system as a whole or only a particular part of the business.
The manager can also facilitate communication between personnel who are responsible for relevant activities in the IT department or elsewhere. It is the manager's role to ensure that everyone works together to provide seamless IT services to the business. To achieve this, it is necessary to monitor both the system and the business.

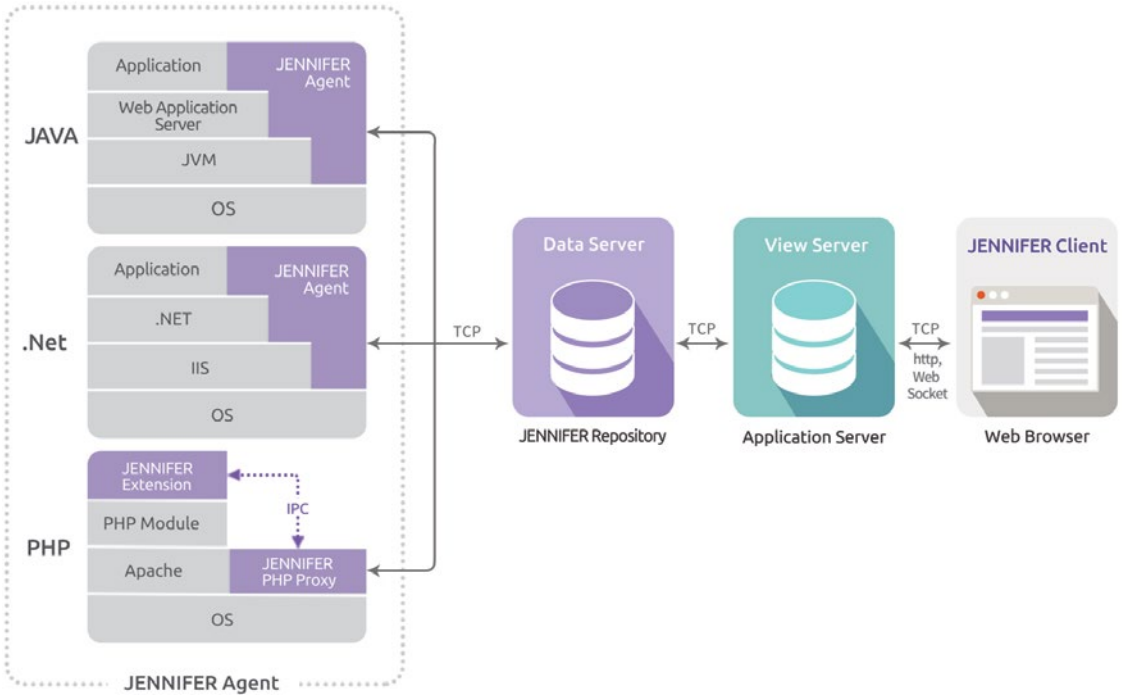


Multi-domain Dashboard

This dashboard enables management of a large-scale system in a cloud environment with minimal human input. These days, it is essential that APM solutions are able to cope with such systems. JENNIFER's multi-domain dashboard is comprised of a real-time active service chart, an overall performance chart showing the status of the entire system and a chart showing event notifications. With these tools it is possible to monitor multiple domains in a large-scale enterprise environment, in real time, and all from a single screen. As new IT trends such as mobile devices, the cloud and big data have emerged, management of IT operations has become more complex. In Web environments it is becoming difficult to monitor the sheer number of transactions across multiple applications in a rigorous way. JENNIFER has revolutionized APM in terms of monitoring capabilities, the ability to inspect individual transactions, the provision of architectural and platform overviews, and in terms of its user views.



JENNIFER Structure



Support Environment

JAVA

Operating Systems

- AIX 5.x, 6.x, 7.x (32bit, 64bit)
- HP-UX 11.x (32bit, 64bit), Itanium 64bit
- Oracle Solaris 2.8, 2.9, 10, 11 (32bit, 64bit)
- Intel Linux 32bit, Redhat Itanium 64bit
- Microsoft Windows 2000, XP, 2003, 2008, 7, 8, (10)
- IBM iSeries(AS400) for WebSphere
- IBM z/OS for WebSphere, zLinux

Application Server

- BEA WebLogic 9.x, 10.x, 11.x, 12.x
- IBM WebSphere Application Server 6.1, 7.x, 8.x
- Tmaxsoft JEUS 4.x , 5.x, 6.x, 7.x
- SUN Application Server 8.x, 9.x
- Fujitsu Interstage 5.x, 6.x, 7.x
- Hitachi Cosminexus 7.x, 8.x, 9.x
- Sybase EAServer 4.x, 5.x
- Apache Jakarta Tomcat 5.x, 6.x, 7.x, 8.x
- Caucho Technology Resin 3.x, 4.x
- RedHat JBoss Application Server 5.x, 6.x, 7.x
- GlassFish 2.x, 3.x, 4.x

Supported DB

- Derby, DB2, MS SQL Server, MySQL, HSQL, MariaDB, CUBRID, Postgres, Oracle Database, Sysbase, MongoDB

PHP

Operating Systems

- Linux kernel version 2.6.18 or later (RHEL 5 or later Ubuntu 7 or later)

Web Server

- Apache 2
- Any Server that can run with PHP-FPM
- PHP Built-in web server

PHP Version

- Apache module and PHP-FPM module based
- 5.2, 5.3, 5.4, 5.5, 5.6

GNU libc Version

- 2.5 or later

Supported DB

- MySQL, PostgreSQL, Oracle, MS SQL Server, MariaDB

.NET

Operating Systems

- Windows Server 2003 or later (x86 and x64 included)

Web Server

- IIS 6.0 or later

.Net Framework

- .NET Framework 2.0 or later

Supported DB

- MS SQL Server, Oracle, PostgreSQL

JENNIFER Key Features

Real-time integrated monitoring

- Role-based dashboard view
- Real-time topology view
- N-screen monitoring environment
- Intuitive active service monitoring
- Real-time transaction analysis
- Alerts

Performance analysis and statistics

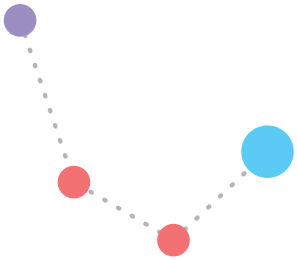
- X-View and detailed transaction profiling
- Smart profiling
- Browser Real-user monitoring
- Statistical analysis and reports

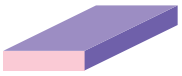
Problem diagnosis and management

- Load control for traffic congestion
- Memory leakage tracing
- Role-based event management
- Application and SQL tuning data provided

Cloud (large system) support

- Auto-detection of an expanded instance
- Integrated agent management (Centralized agent deployment and upgrades)
- Integrated Dashboard for large scale services





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