



Nimsoft supporting real user response times

July 28, 2008 — Nimsoft has added real user application response monitoring to its NimBUS system monitoring appliance. Administrators can now see what is happening to user traffic as it happens.

NimBUS Real User Monitoring (RUM) uses a combination of active and passive monitoring to get accurate data on application performance. Once you have set your performance baseline you can see in real-time where problems are occurring.

Mark Rivington, VP Technology, Nimsoft says "this is the first integration from our acquisition of Indicative earlier this year. By extending RUM into business service monitoring we can now see everything that is happening to critical web applications. By monitoring http and https traffic as well as web service methods we get a complete matrix of response times across every transaction."



Installing monitoring software can be a challenge in ensuring that the application does not become part of the problem. For Nimsoft this is overcome by using a hardware appliance. Rivington says "as a hardware appliance, customers just need to plug NimBUS RUM into their network then deploy the probe and its components. They don't need to instrument either the client or the application. This is important because it means we are very easy to get up and running."



By avoiding the need to write instrumentation Nimsoft should appeal to a large number of enterprises with complex application architectures who do not want to change critical business applications.

Gathering and recording statistics has to be backed by the ability to take actions. NimBUS RUM comes with its own language to create rules. "This", says Rivington, "is something we have always had. Some time ago we embedded the LUA language used by games designers. It is extremely easy to use and very efficient when it comes to making decisions."

Rivington goes on "once we have gathered the data we then process it according to the rules you create. If the application exceeds a threshold, we raise an incident with the Service Desk. We provide integration to a lot of different Service Desk software for our customers. It is also integrated into our SLA software and our dashboard shows how well you are managing your SLAs."

With datacentres and operations staff under increasing pressure to improve application performance, NimBUS RUM should find a ready home.