

# Monitoring Tools – A Comparison

Monitor Type	Cost	Strengths	Weaknesses
<b>Component Monitors (BMC Patrol &amp; many others)</b>	\$\$\$\$	<ul style="list-style-type: none"> <li>• Problem resolution</li> <li>• Mature</li> <li>• Independently supports client/server, mainframe, desktop, network</li> </ul>	<ul style="list-style-type: none"> <li>• Analytical tool</li> <li>• Must retro-fit information for SLA Reporting</li> <li>• Poor for predicting end-user response times</li> <li>• Platform specific</li> </ul>
<b>Framework Monitors (IBM Tivoli &amp; others)</b>	\$\$\$\$\$	<ul style="list-style-type: none"> <li>• Large database</li> <li>• Wealth of information</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-year implementation</li> <li>• Labor intensive to support</li> <li>• Infrastructure tool (not application aligned)</li> </ul>
<b>Synthetic Transaction Monitors (Mercury Topaz &amp; others)</b>	\$\$\$	<ul style="list-style-type: none"> <li>• Good for checking system availability</li> <li>• Good for system stress-testing</li> </ul>	<ul style="list-style-type: none"> <li>• Increased overhead on production</li> <li>• May require scripting which must be changed when the applications change.</li> <li>• Poor for predicting end-user response times</li> <li>• Poor for determining end-user availability</li> <li>• Proprietary interfaces difficult or impossible to implement</li> <li>• IT perspective only</li> </ul>
<b>Transaction or End-User Experience Monitors (InsightETE)</b>	\$	<ul style="list-style-type: none"> <li>• Non-intrusive /requires fewer resources</li> <li>• Relatively easy to implement</li> <li>• Provides automated alerts</li> <li>• Server response time + network response time = End user experience</li> <li>• Provides most accurate predictor of usage and real performance/availability</li> <li>• Supports <b>all</b> transactions, <b>all</b> locations, <b>all</b> platforms</li> <li>• Measures availability <b>and</b> response times</li> <li>• Application aligned</li> <li>• Requires no modifications to existing code.</li> </ul>	<ul style="list-style-type: none"> <li>• Needs network connection in segments of production servers</li> <li>• May need tuning for proprietary applications</li> </ul>