TAMS uXt

user eXperience tracker

Key Features

- **24 by 7 365 days a year monitoring of service delivery as it reaches your end users**

- **Reduce costly service downtimes**

- **Predict issues in advance with automatic trend reports covering Daily, Monthly and Yearly views of service delivery**

- **Essential range of monitored services including HTTP, DNS, DHCP, SMTP, FTP**

- **Instant alerting on service failure**

- **Email Alerting**

- **Ultra Lightweight agents**

- **Smart web based view of status**

Tams user eXperience tracker™

Get the essential visibility of your IT service exactly as your users see it. With smart agents distributed on the network emulating real user activity, **Tams uXt™** will provide you with the only true measurement of your service delivery - the experience your users receive. From DHCP to Oracle, from Web to FTP,.

Tams uXt acts as a continuous watch dog, alerting and trending on just how your service is being delivered.

Business Benefits

✓ **Immediate savings** through identifying faults/thresholds before they cause a problem

✓ **Maximised efficiency & cost effective** Improve business performance, reduce downtime and save costs

✓ **End user satisfaction levels** You know immediately there is a problem and where the fault is. SLA's can be measured and improved.

✓ **Ensure Compliance** by monitoring , reporting and measuring SLA's
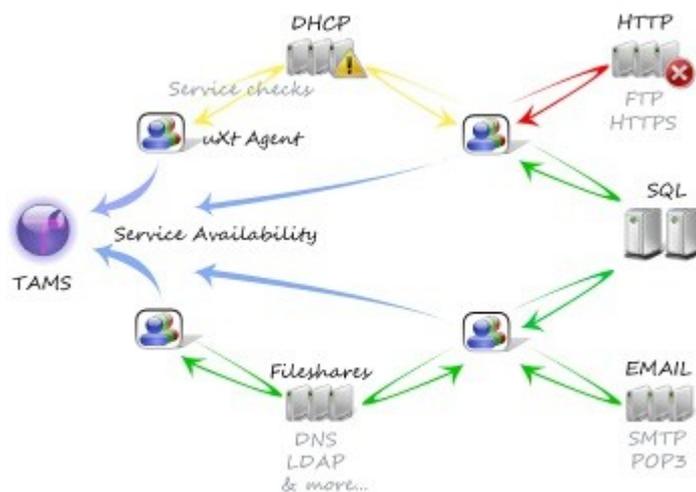
Ultra Lightweight, Ultra Smart ..

Tams uXt agents are defined from the start to do the job correctly, typically using less than a minute CPU time over each 24 hour monitoring period for a monitored service (this equates to less than 5 seconds of CPU time per hour) you can safely deploy agents to desktop PCs. And with both Microsoft .Net and Linux Java clients available, using the most efficient standards for communication back to the central server, you can deploy **Tams uXt** exactly as you wish, and be assured Tams is monitoring your problems, not contributing to them.

Essential Monitoring

uXt agents can monitor all your essential services. And as Tams will check your services 24 hours a day, every day, you can rest assured it will always notify you of failure, regardless of the Day or Time... When applications fail over the weekend, or when an out of hours change goes awry, you'll have the essential notification, and then the time, to fix the problem **before** your users are even aware that there's a issue. Plus Tams will assure you the fix has worked, no more guessing that a centrally applied fix has repaired a problem out in a remote location, the uXt agent in that area will tell you if your service is back or not.

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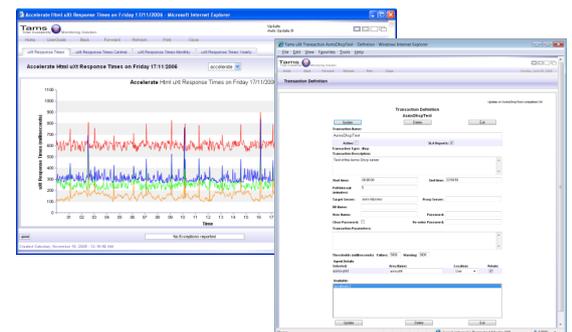
Dissect Your Problems! Carve up your resolution times !

By placing **Tams uXt** agents at strategic points on your network - typically at the core of your network (on or next to your server), at the mid tier distribution points and at the end users access points, you can pin point any area of failure– No more delays diagnosing if it is the server or the network at fault. Know exactly where to concentrate your diagnostic resources, and exactly when those resources have
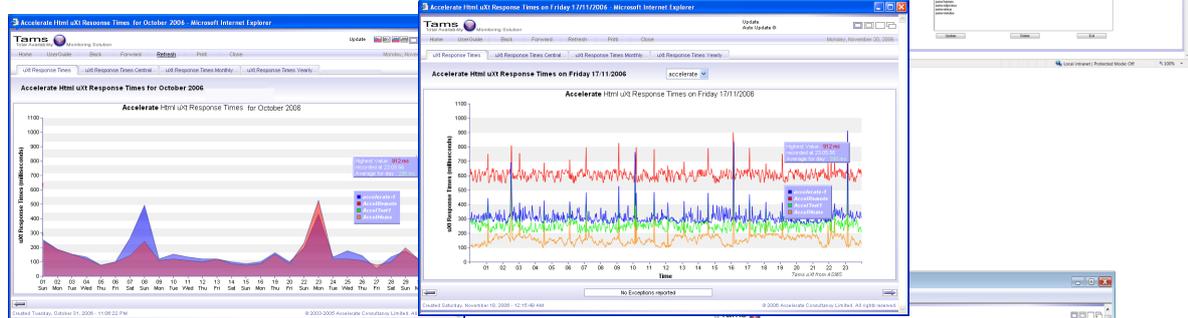
Tams' lightweight remote installable agents - user eXperience tracker (uXt) agents - constantly emulate user activity and measure and report on the success of that activity, both in terms of the response itself, and the time taken to respond. Transactions to test the services are set up on the Tams server, i.e. a set of web pages to navigate and expected responses, or a DHCP server to request from, ftp file to request etc. Within these you can also assign response time thresholds, times during the day to operate etc. uXt agents out on the network can then be assigned these transactions to carry out. One uXt agent can carry out any number of transactions. Alerts are generated if a failure is detected, if a web page (or SQL query etc) doesn't contain expected results, or if a response time threshold is violated. Alerts are automatically cleared should an exception be resolved. Statistics are collected per poll with daily, monthly and yearly summary graphs being generated.

Minimum Maintenance

Tams uXt has been designed from the outset to keep ongoing maintenance requirements to an absolute minimum. This same approach has been carried over to the overall management of the system. As soon as you install an agent it will appear in the **Tams uXt** server and be available for use. Defining the checks to be carried out by agents could not be simpler, a single front end allows for checks (Transactions) to be defined, then pointing and clicking on the available agents instructs them to carry out that check. There is no restriction on how many checks (or what type of checks) an agent carries

Quality Assurance.

Tams will not only identify if a service is being received, but will also quality assure the service, from ensuring it contains the correct content to validating response time, Tams uXt is the essential component to continuous quality service to your users. identify when your services are being received by your users, but also when, where and how they are **failing** to get to your users

Tams uXt– Detect your problems before they impact your business.

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