

APM

Application performance management – discovering and visualising inefficiencies

Business performance is dependent on the effectiveness of IT workflows

The process of digitalisation means the demand for IT-assisted workflows is growing all the time. There is therefore an increasing need for solutions that monitor the availability and execution of business-relevant processes in real time and that offer ways of detecting malfunctions at an early stage in order to prevent them.

It is becoming more important to be able to provide information as to whether and how well workflows and business processes are working, particularly from the end user's perspective, at any given moment. This calls for meaningful analysis data that can also be used to assess the financial impact on business performance.

Cross-platform monitoring of an application and its impact on business processes

Application performance management offers you the following benefits:

- Ability to identify irregularities in business processes and/or transactions
- Ability to analyse access operations (application/operator/browser/geotagging of malfunctions, etc.)
- Option to filter by business features or KPIs such as BahnCard 100 or ICE usage
- Ability to visualise how IT impacts and business impacts interact: abstract IT transactions such as ticket sales or user access operations are converted into comprehensible factors
- Proactive monitoring and machine learning
- IT performance becomes a measurable KPI during a migration process (e.g. baseline before, during and after migration)

The benefits for you:

- Transparency regarding the user experience
- Measurable business KPIs
- More information about irregularities in business processes
- Option of proactive analysis
- Visualisation via a dashboard
- Early detection of bottlenecks, including in agile and container-based developments
- Automated installation of agents and/or tracers, i.e. the application does not have to be configured

- Optimum support for development and operation in DevOps mode
- Dashboard and information in real time
- Versatile application in various architectures (monoliths, SOAs, micro-services and Kubernetes, as well as for container technologies in general)

Our services:

- Consultancy: intended purpose, options, potential initial solutions (by the hour/daily rate/package prices) – in progress
- Integration: project performance, consultancy on a specific solution (business processes/transactions), service rollout (definition of dashboard, access authorisation policy, etc.), user training (package price or charged based on time) – in progress
- Monitoring service: continuous recording and analysis of defined processes, provision of data, support (monthly price) – in progress
- Options: connection to other data sources, data lake, etc. – in progress

Your contacts for these matters:

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