

ESG BUSINESS JUSTIFICATION BRIEF

AWS Marketplace Series: AppDynamics AIOps Solution

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FEBRUARY 2020

Cloud Application Management Challenges

As enterprises migrate to the cloud in search of agility, speed, and flexibility, they begin to see the true tenet of cloud: The application is king. Delivering an exceptional user experience positively impacts conversion rates and business execution. When managing cloud-resident systems and applications, IT won't have access or visibility into much of the underlying infrastructure and systems that support the application, nor should they care about it. So how do modern application support teams identify and resolve the issues degrading the user experience? And, looking at the bigger picture, how can businesses best justify their investments in tools that help migrate, monitor, and optimize production applications in the cloud?

When asked what capabilities are most important in a systems management solution, ESG research respondents most often cited application performance monitoring (APM).¹

Most Important Capabilities of Systems Management Solutions



43%
Application performance monitoring



36%
Capacity planning



32%
Service level management



24%
Isolating root causes

Managing Hybrid Cloud Infrastructure

To preserve and improve the user experience when migrating and managing applications in the cloud, site reliability engineers need to identify and monitor the application's key performance indicators (KPIs), from the end-user interface back to the infrastructure or in serverless environments. AppDynamics provides an intelligent, easy-to-use AIOps solution for AWS-based cloud applications. With AppDynamics' unified platform, organizations can see the connections between each application component, automatically establish baseline application performance, and identify deviations in both standard cloud infrastructure and AWS Lambda. Integration with existing AWS tools like CloudWatch provides context and code-level diagnostics to enable fast root-cause analysis, and dashboards help organizations understand the impact of performance on customers and business. AppDynamics:



Monitors containerized workloads on AWS, ECS, EKS, Lambda, and Fargate.



Accelerates migrating production applications to AWS, generating application topology maps, discovering important user interactions, and tracking resource utilization.



Facilitates identifying KPIs, establishing baseline performance metrics, recognizing performance issues, and optimizing applications.



Simplifies root-cause analysis of performance issues with transaction snapshots of code, database calls, and infrastructure metrics, correlating application behavior and performance, including context from CloudWatch integration.



Instantly scales, enabling you to automatically adjust application capacity when needed, avoiding over- and under-provisioning, reducing costs, and providing uninterrupted performance by right-sizing resource utilization.



Stimulates improvements in applications, providing clear, understandable correlations between user experience and business outcomes that can be shared with software engineers or executives.

AppDynamics was designed to be a simple yet powerful solution to monitor your apps and ensure flawless customer experiences with application mapping, dynamic baselining, and code-level diagnostics. Using machine learning, AppDynamics understands what normal performance is and can integrate with ServiceNow, PagerDuty, Jira, and other services to alert you the moment performance deteriorates.

¹ Source: ESG Brief, *Cloud Increases Systems Management Complexity and Capability*, July 2017.

Why AWS Marketplace?



Choose from thousands of solutions



One-click deployment



Pay only for what you use

AWS Marketplace is a digital catalog with thousands of software listings from independent software vendors that make it easy to test, buy, and deploy software that runs on AWS. Solutions are available through a wide variety of delivery methods.

Other benefits include:

- Ready-to-run software.
- Searchable catalog.
- Detailed usage tracking.
- Free trials.
- Simple procurement, no provisioning required.

ESG First Look

- AWS Marketplace brings one-click shopping to enterprise-class IT. Site reliability engineers, IT administrators, and developers can immediately begin instrumenting applications, dynamically establishing baseline performance and KPIs.
- AppDynamics makes troubleshooting easy by collecting workflow metrics directly from CloudWatch, automatically identifying business-level application workflow and transactions.
- ESG observed how AppDynamics’ multiple views of metrics—histograms, timelines, geographic maps, waterfall workflows, and more—make it simple and quick to dynamically identify and focus on performance issues.
- Engineers can automatically identify deviations from normal and diagnose by drilling down from aggregate data to a single transaction, inspecting individual calls and lines of code. Using historical data enabled us to identify and compare all simultaneous transactions for side effects and interference.
- AppDynamics’ rich and customizable set of dashboards enabled us to bubble-up key metrics and summaries, integrate other business metrics, and communicate status and performance back to the business.

Why AppDynamics?



Accelerate migration to the cloud/serverless.



See exactly how every component is connected.



Dynamically baseline performance.



Visualize real-time business and application performance.



Ensure a successful migration to the cloud.



Optimize container/serverless performance.

The Bigger Truth

When asked what they had learned about systems management due to the use of public cloud infrastructure, 32% of IT decision makers indicated they’ve shifted management focus toward application performance, and 30% found a need for better application and end-user experience monitoring for their workloads.² AppDynamics’ application performance management system identifies workflows from user interface to the infrastructure, develops baseline performance, and surfaces performance deviations.

ESG believes that the business justification for an AWS Marketplace AppDynamics investment is clear and compelling: AWS Marketplace gets you to the cloud quickly and cost-efficiently with preconfigured solutions that expand your capabilities without adding effort or risk. AppDynamics keeps the business continuously informed on the status and performance of critical applications, enabling organizations to ensure a successful cloud migration.

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