

Nimsoft Brings Real User Monitoring

July 28, 2008 — Performance and availability monitoring specialist Nimsoft has created a product that offers alerting and reporting for SOA-, Web- and Web services-based applications.



The NimBUS Real User Monitoring (RUM) product, released today, is the first integration of technology from Indicative Software. Indicative is a business service management company that Nimsoft acquired in April.

According to Nimsoft executives, NimBUS RUM has no client-side or application instrumentation, and can monitor remote business users. The NimBUS RUM comes as an appliance that plugs into a network router that sits in front of a Web server farm, the company said.

Performance monitoring data is collected on the appliance, and it is then put onto software, which performs analysis and creates reports. Some of the performance metrics that are collected by the product include the statuses of applications, Web services, Web pages and networks, as well as the number of users.

Another key performance metric collected by NimBUS RUM is around transactions. "This is pretty unique in the ability to understand the performance of a complete transaction of the users," said John Smith, Nimsoft's vice president of strategy. "We have synthetic transactions, which are combinations of Web page visits, and we can understand the performance of that exact transaction as real users are exercising them. We are able to compare them with other transactions."

Smith said that as customers try to meet service level agreement expectations, the only way to prove if they were successful in hitting those goals is to have the transaction data from real user monitoring.

The NimBUS RUM is an optional, integrated extension of the NimBUS infrastructure performance and availability monitoring product line. NimBUS monitors many infrastructure components, including networks, servers, databases and load balancers.