

## PG-OBS™ IMS PerformanceGuard for Corporate



### True end-to-end Performance Monitoring From the End-User Perspective

PG-OBS from IMS uniquely collects information from the **End-User Perspective** on IT systems and services to ensure businesses maintain their productivity. Ensuring your End-User PC's, servers and networks are constantly monitored for events that can undermine your business:

#### Key Features include but are not limited to...

##### 1. End-User PC Startup

The agent installed on each End-User PC measures the time consumed from operating system boot time until the PC is ready for use. Ready for use is defined from when the login screen appears and the PG-OBS agent service is started. It also logs the name and resource consumption of all processes started during boot up.

##### 2. End-User Login Time

The agent measures the time consumed from supply of a Windows user's credentials until the desktop is ready for use. PG-OBS defines "ready to use" as the appearance of the desktop and that the desktop process uses less than 5% of the total CPU resources available.

As a general note on the measurement of start-up and login time it is important to be aware, that these terms are not universally defined. Every user has subjective definition of these values. Some would argue that their login time ends with a third party software component being loaded and operational, others that the login is finished when the user has access to their desktop workspace.

*These are not trivial measurements, when computers or applications delay users repeatedly over long periods without being reported or resolved, this*

*results in significant lost productivity. Proactive Monitoring, reporting and rectification will maximise productivity and provide a continuous return on investment in IT.*

##### 3. Free disk space

PG-OBS agents monitor the free disk space and alert when a threshold is reached.

*When computers become short of disk space they crash and may cause file corruption. In the case of Servers this may result in long periods of downtime.*

##### 4. Operating System version

The agents report the Operating System and service pack versions, variations in these versions may cause applications to malfunction or leave security vulnerabilities.

*This often unseen information highlights potential issues and confirms problems with incorrect versions unnoticed and unresolved, PG-OBS ensures Proactive resolution through baseline and degradation monitors.*

##### 5. KPI Health in real time

Once the KPI levels for Desktop, Server, Service, Security & Network have been set PG-OBS agents monitor KPI data allowing the PG-OBS Server to calculate real-time KPI monitoring and weekly reports on the health of your services.

*The uptime and availability of systems often goes unreported for months.*

*Early warning by PG-OBS can highlight service degradation before major business disruptions.*

#### Implementation

In order to obtain end-user measurements from PG-OBS you will need to install a PG-OBS agent on all devices you want to measure. Below you will find useful information on some technical aspects of PG-OBS.

For further information and full documentation please refer to [www.inmansys.co.uk/pg-obs](http://www.inmansys.co.uk/pg-obs)

#### Supported Operating Systems

The PG-OBS agent can be installed on physical or virtual machines running the following operating systems:

Windows XP | Windows Vista | Windows 7/8/8.1 | Windows 2003 Server | Windows 2008 Server | Windows 2008 Server R2 | Windows 2012 | Windows 2012 R2

#### Network Requirements

The PG-OBS agent communicates with the PG-OBS server using TCP securely over the internet. The agent will regularly establish a TCP-connection with the server and send encrypted performance data.

Your infrastructure must allow clients with an agent to establish a direct TCP connection to the PG-OBS server typically on TCP port 6001.

Agent impact: The agent will contact the server at intervals between 3 and 30 minutes. Each data delivery will be just one IP packet, unless the client is just started. In this case a start-up report of a few kilobytes is transferred. The agent will use less than 1% on average of the total available CPU. The memory footprint is approx' 4 MBytes.

#### 50 Slowest Start-Up Processes

At every End-User PC start-up, the agent logs the time of all processes and resources spent. The difference in real time from the start of a process until the next process starts is calculated to be the start-up delay caused by this process. When compiling this list across all PC's you will get a clear indication of the top processes slowing down your End-User PC start-ups.

