

Apica Solution Overview

Executive Summary

The primary function of IT departments today is to ensure all your company's applications and transactions with third-party vendors happen successfully. IT is the key to your successful business outcomes. However, IT needs an end-to-end solution that can stay on top of your most complex business needs, providing proactive, actionable insights toward the next levels of testing, reporting, and quality assurance. Apica's service-level assurance platform provides all of these.

Complex Business Outcomes

Regardless of function, all departments across your organization—from Sales to Production to Finance—depend on a complex web of applications and services to succeed. These transactions can extend across internal systems and cloud provider infrastructure. Also, they often have multiple authentication requirements. This complexity and lack of ownership lead to visibility gaps and performance challenges, negatively impacting business outcomes. A disruption in these critical business journeys leads to:



Business and IT alignment

It is IT's job to support the technology required for these various organizations to perform their mission-critical tasks. To do so, IT needs objectives, external vendors need clear contracts set, and everyone needs to align with the business objectives. But how can that be done smoothly, with the necessary reports produced?

Ask, "What are the mission-critical business transactions?"

After defining the critical paths, you and your stakeholders must agree on a service-level indicator (SLI). SLIs are quantitative measures of the level of provided service. SLIs help identify and reduce issues, as well as drive quick and effective reactions.

Identify the qualitative and quantitative impacts to the business.

It is essential to know how disruption of the agreed-upon SLIs will impact the business.

Define all internal SLOs and external SLAs.

A service-level objective (SLO) sets a target for your SLI over a fixed period. With an agreed SLO in place, departments have an agreed-upon way to measure success metrics. Similarly, having a service-level agreement (SLA) provides an agreement between organizations, giving a measurement of success, including financial consequences for noncompliance.

Independently validate the SLOs and SLAs

and agree on your measure of success. All stakeholders must know whether you're reaching the predetermined successful business outcome.

Service-level indicators (SLIs)

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Service-level objectives (SLOs)

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Service-level agreements (SLAs)

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Sales



E-commerce
Dynamic Inventory
Quote-to-Cash
Pricing
CRM

Operations



Manufacturing Execution Systems
Automation Systems
Production Planning

Supply Chain



Partner Ordering
3rd Party Integration
Distribution

Finance



Accounting Systems
Tax Reporting
Treasury
Accounts Payable
Trading

HR



Remote Authentication
Office 365
HR Systems
Video Conferencing

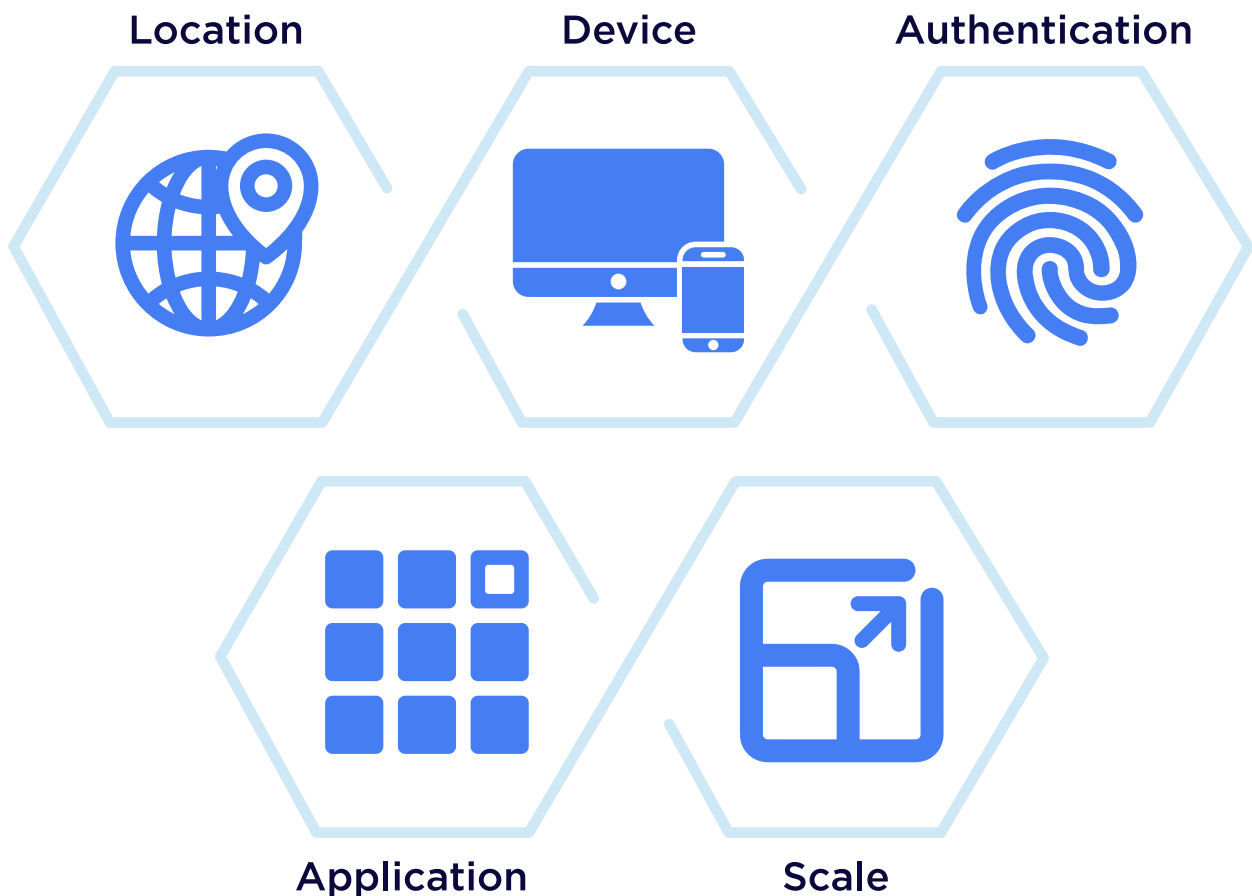
The Apica Service-level Assurance Platform

Service-level assurance guarantees that you will have a successful business outcome on all fronts—from the employee perspective to the customer outcome—across your SLIs, SLOs, and SLAs. Service-level assurance provides checks on tasks regardless of location, device, app, authentication, or scale. With early detection and early fixes, service-level assurance provides end-to-end checks that enable successful business outcomes.

An SLA on Any Transaction

Focusing on end-user experience—customer or employee—Apica’s real-time testing and monitoring from secure endpoints secures an unlimited number of applications or APIs necessary to complete your critical transactions.

With the combination of Apica’s detailed business outcome metrics and proactive incident management, you get the successful journeys your business needs, and IT has the confidence to develop innovations.



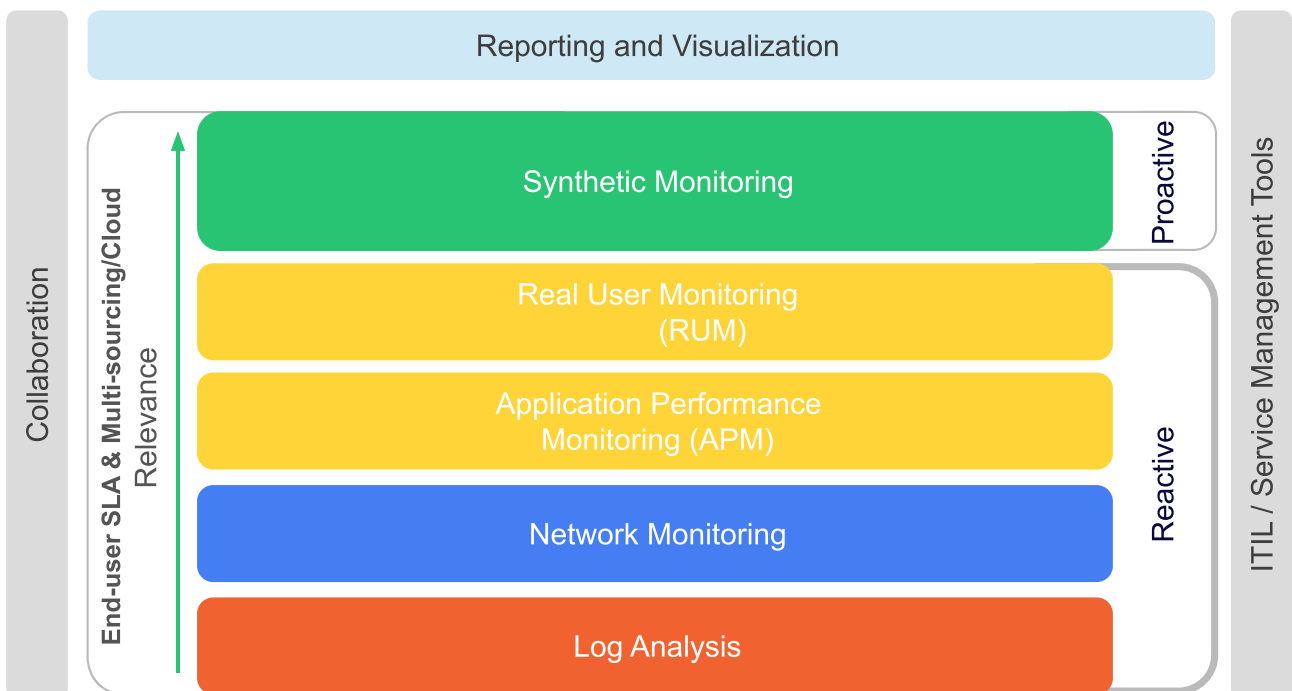
How it works

Apica's internationally distributed load testing and monitoring agents can regularly and programmatically check your targeted websites, web applications, API services, authentication services, certificates, DNS services, and more for performance and service-level compliance.

With a varied choice of predefined monitoring and diagnostic checks, you can find what fits your needs and deploy them to the Apica platform. If, for example, you need special monitoring, such as legacy desktop applications, internal, on-premises, applications, or applications requiring custom scripting, Apica can tailor checks to support your business objectives.

Suppose you load-test before you release new applications and APIs using synthetic monitoring. In that case, Apica can turn those load tests into long-term monitors from various customer locations so you can trend performance over time. By gathering analytics over long periods, you can better understand typical network performance times and application lag times, creating more realistic thresholds and SLA levels. And if there are mission-critical transactions that affect your SLA's, you can leverage Apica's global network to work with upstream and downstream analytics services to alert and triage automatically.

Using graphical reports and charts to track metrics and trends, you can keep internal and external stakeholders informed of at all times. These metrics can be quickly turned into assessed dashboards.



The Apica difference

With proactive monitoring from an end-user perspective, Apica ensures you achieve business goals with our global Professional Services teams, who support the onboarding, adoption, and maintenance of our technology. This custom service sets Apica apart from the competition and ensures that you meet business outcomes.

Apica's service-level assurance platform provides independent validations of the transactions essential to run the business successfully. Using established, trusted, and predetermined business objectives, the Apica platform ensures business transactions are successful and secure, ensuring productivity, eliminating revenue loss, and building customer and employee satisfaction.

