

Application Performance and Digital Experience Monitoring with eG Enterprise



Key Benefits

- ✓ **Boost customer satisfaction** by ensuring a rich user experience for web applications.
- ✓ **Enhance application performance** and be proactively alerted to anomalies.
- ✓ **Accurately pinpoint the root cause of slowness** by monitoring and correlating performance within and beyond the application stack.
- ✓ **Maximize ROI and user productivity** by ensuring peak performance of distributed applications on-premises and in the cloud.
- ✓ **Provide metrics, analytics and reports for all stakeholders:** Application teams, IT Ops, architects, developers, helpdesk, and management.
- ✓ **Simple and predictable licensing** based on applications monitored, not by volume of transactions or resource configuration.
- ✓ **Flexible deployment** - on-premises or cloud-based.



eG Enterprise provides the best value for the money, coupling visibility and excellent reporting. Using its automatic root cause analysis, we realized ROI immediately due to savings in personnel and prevented downtime.

Rob Salmon
CEO, Office Port



IT applications are the backbone of today's business services, and their performance has a significant impact on an organization's revenues and brand. It is no longer enough for an application to just work; it must deliver an exceptional digital experience and operational efficiency.

With application architectures becoming cloud-driven, dynamic, and containerized, enterprises need a comprehensive application performance and digital experience monitoring strategy. Tracking just application up/down status and resource usage levels is not sufficient. A cohesive APM strategy with a focus on end-user experience, tracing across distributed application components, diagnostics and analytics is key to achieving superior digital experience and enhancing customer satisfaction.

Converged Application and Infrastructure Monitoring

eG Enterprise is a comprehensive full-stack observability solution that enables organizations to detect, diagnose, and resolve application performance issues before they impact users. Monitor all application components — whether monolithic, microservices-based, cloud-native, or hybrid. By delivering deep visibility into application and infrastructure layers coupled with AI-powered insights, eG Enterprise helps IT teams ensure high user satisfaction.

Full-Stack APM with eG Enterprise

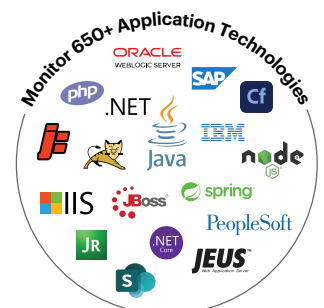


A core strength of eG Enterprise is its ability to bridge infrastructure and application telemetry with business outcomes. Whether it is a spike in memory usage, a failed transaction, or a degraded microservice dependency, eG Enterprise pinpoints the source of the issue and its impact on users. This alignment with modern observability practices ensures that organizations troubleshoot faster, deliver better digital experiences, and enhance their operational efficiency.

Track and correlate MELT data - Metrics, Events, Logs, and Traces - across the entire application delivery chain. From high-level KPIs like transaction response times and throughput to low-level infrastructure anomalies and log patterns, eG Enterprise provides real-time observability into all aspects of system behavior. Pre-built and customizable dashboards help consolidate performance signals across tiers, enabling rapid detection and root cause analysis of anomalies.

Find and Fix Application Performance Issues Faster

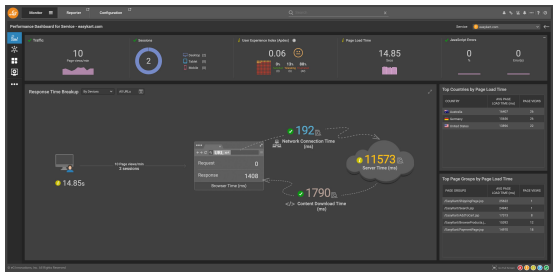
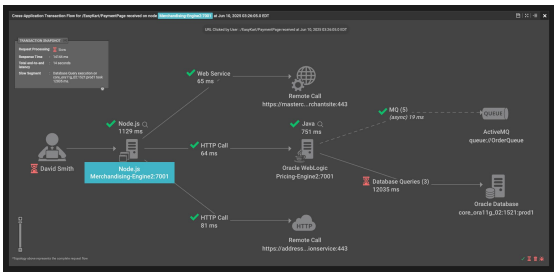
- Be the first to know when, where, and how the user experience is affected.
- Track slow transactions across every application tier and identify the root cause: Is it due to malfunctioning code, a suboptimal database query, or a slow external call?
- Get performance visibility and critical health metrics for each application component and its dependencies — the underlying physical, virtual, and cloud infrastructures.



Key Capabilities of eG Enterprise for Application Performance Monitoring

Distributed Transaction Tracing

- Through byte-code instrumentation and trace context propagation, get complete visualization of the transaction flow across every tier of the application architecture (web server, application server, database, message queues, and remote calls).
- Drill down to the exact line of application code and database query that is responsible for slow application performance.
- Identify latency hotspots without needing to change the application code. Gain insights for application tuning and optimization.



Digital Experience Monitoring

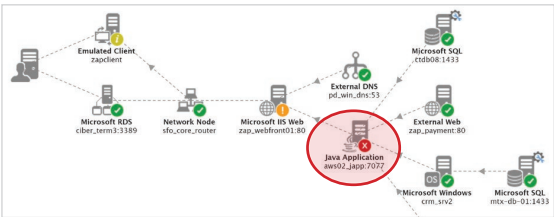
Track page views, route changes, and JavaScript errors for each session:

- Report Core Web Vitals to help application teams assess and enhance key UX metrics like Largest Contentful Paint (LCP), First Input Delay (FID), Interaction to Next Paint (INP), and Cumulative Layout Shift (CLS).
- Identify which user, location, or transaction is slow, and why. Diagnose if slowness is due to client-side rendering, browser type, network delays, or server-side processing.
- With session replay, capture a user's full visual journey, allowing application teams to reproduce issues and quickly troubleshoot user interface behaviors.

eG Enterprise also supports synthetic monitoring for any web application, including image recognition and screen validation.

Application Discovery & Dependency Mapping

- Automatically discover and visualize application topologies, showing real-time service dependencies across cloud, container, virtual, and on-premises infrastructures.
- Use AI-assisted root cause diagnosis technology to accurately pinpoint the reason for application slowness. Correlate front-end slowness with API latency, database query times, and container resource exhaustion.



Call Drill Down for /product/store on website4001

Execution Analysis for the request /product/store on website4001 (Timestamp: Jun 13, 2025 19:35:13.018T)

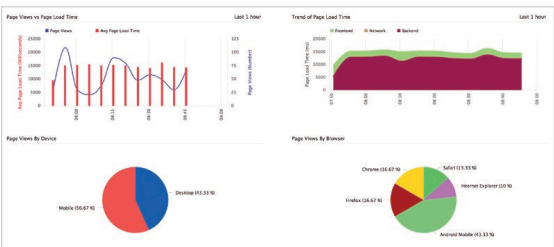
CALL TYPE	HOST	SELF EXECUTION TIME (ms)	TOTAL EXECUTION TIME (ms)	TRACE DETAILS
Java (Servlet)	192.168.1.1	6	2028	org.springframework.web.filter.CharacterEncodingFilter.doFilter(ServletRequest, ServletResponse, FilterChain)
Java (Filter)	192.168.1.1	3	2032	org.springframework.web.filter.CharacterEncodingFilter.doFilter(ServletRequest, ServletResponse, FilterChain)
Java (Filter)	192.168.1.1	3	2035	org.springframework.web.filter.CharacterEncodingFilter.doFilter(ServletRequest, ServletResponse, FilterChain)
Java (Filter)	192.168.1.1	5	2037	org.springframework.web.filter.CharacterEncodingFilter.doFilter(ServletRequest, ServletResponse, FilterChain)
Java (Servlet)	192.168.1.1	0	2037	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	0	2037	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	203	2037	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	7	1724	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	412	422	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	0	0	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	10	10	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)
Java (Servlet)	192.168.1.1	244	1295	org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(HttpServletRequest, HttpServletResponse)

Deep Dive Performance Visibility & Diagnostics

- Instantly drill down from any service, application, or infrastructure tier to analyze health, performance, and resource usage, with service-aware navigation across modern cloud-native, hybrid, and legacy environments.
- Smart dashboards provide intuitive views aligned by functional layers, streamlining root cause analysis and accelerating triage and troubleshooting.

Application Analytics & Reporting

- Gain actionable insights through intelligent alerting, anomaly detection, and adaptive baselining powered by self-learning. Built-in analytics dashboards help surface trends, patterns, and emerging risks across the IT landscape.
- Use out-of-the-box and customizable reports for historical analysis, capacity forecasting, cost optimization, right-sizing, auditing, and executive-level visibility. This enables data-driven decisions by IT and business stakeholders.



eG Enterprise's unique features include a simple and predictable licensing model based on technologies and applications monitored (not by volume of transactions or resource configuration) and flexible deployment - on-premises or cloud-based.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth, and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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