



APM – Application Performance Management



The Arribatec APM solutions is built on top of a best-in-class APM platform and delivers increased customers benefit for any Unit4 Business World / Agresso installations alone or combined with the rest of the system landscape within your organization!

This is achieved by: constant monitoring of the application layer and related integrations, automated alert messages and creation of support actions, monthly reports to increase system insight and pre-emptive maintenance actions to improve system utilization.

The Arribatec APM offering focuses on three architectural layers:

Server monitoring

Depending on who is responsible for the server infrastructure, this solution helps to proactively monitor the infrastructure underpinning the UBW software and integration setup. Events in this architectural layer may have a direct impact on UBW/integrations, thus critical to manage, in order to deliver best-in-class Application Performance.

Application management & monitoring

Keeping your UBW installation up to date improves system health and availability. We take care of the entire application life cycle and let you focus on core business:

- Installation of UBW hotfixes
- Installation of UBW updates
- Installation Experience packs
- Reporting Engine updates
- Titles and help updates
- Clean-up of log files
- Controlling DB sizing and performance
- Communicate with Unit4 helpdesk

Integrations monitoring

Most of our customers have one or more integrations between UBW and other systems. Do you have complete overview of the transaction flow between the systems, are you sure the data imported and/or exported is processed and updated correctly?

Have files been transferred? Should files have been transferred? Is the file received by the external system? We monitor, act and re-act, taking action and creating a support case or provide information where action is necessary. Proactivity and reliability – providing confidence in system data internally and ensuring your required SLA level achieved.

Increased system insight

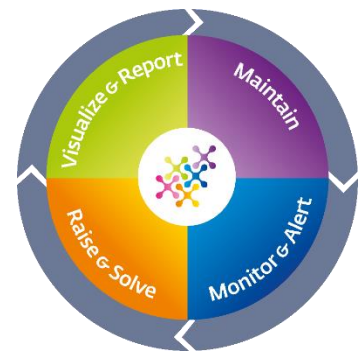
With APM reporting, we deliver monthly status reports. These reports highlight system activity and help to indicate focus areas, additionally quarterly review meetings increase your insight into the system infrastructure.

Our APM report service provides:

- Monthly performance report
- Error analysis & recommendation
- System usage report
- Review of carried out activities
- Quarterly review meeting
- Online access to monitoring dashboard

«An APM platform monitors a company's application infrastructure, helping to optimize performance, improve end-user experience, ensuring SLA compliance»

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The image shows three screenshots of APM report dashboards:

- UBW Report Statistics - Report and Report Queues:** Includes a pie chart for report execution counts and a line chart for report execution times over a 24-hour period.
- UBW Report Statistics - Report Executions by Report Queue:** Shows a bar chart of report execution counts for various queues over time.
- UBW Timed and Service Processes Statistics:** Features a pie chart for process execution counts and a table for process execution times.