
Pressemeldung von: Research In Action GmbH

(27.03.2019) - Germany – 27.03.2019: Continuous Application Performance Management is imperative as the growing complexity of applications and the pressure to manage customer experience requires intelligent automation. IT organizations must strive to continuously deliver better products and services faster and CAPM will make them responsible and will force application health transparency for immediate action.

Research In Action GmbH continues to expand its areas of coverage and publishes its newest market analysis report Vendor Selection Matrix™ – Continuous Application Performance Management (CAPM) SaaS and Software: The Top 20 Global Vendors 2019. The Vendor Selection Matrix™ is a unique, primarily survey-based methodology for comparative vendor evaluation. A minimum of 60% of the evaluation results are based on a combined telephone and online survey covering 1.500 business and IT buyers in enterprises worldwide. The analyst’s opinion accounts for a maximum of 40% of the evaluation results (not close to 100% as in most other vendor evaluations).

Eveline Oehrlich, Research Director for IT Automation at Research In Action GmbH comments:

• The continuous evolution of architecture, technologies and business models will continue to challenge IT enterprise organizations how to stay ahead of performance issues. All software, services and abstraction layers will spew out data which needs to be correlated across the supporting complex modern infrastructure and application layers. This correlation must provide proactive and contextual insight for fast or automatic resolution.

• Amidst all the effort IT spends on strategies and plans around new architectures, technologies and best practices, continual improvement of customer experience is company critical. CAPM teams must ensure that their solutions are capable to deliver advanced digital customer experience monitoring. Examples of such are user journey insights and funnel analysis.

• Business leaders don’t care about details on IT infrastructure or technology performance issues. Key performance indicators (KPI’s) for the business typically evolve around revenue and customer experience. Understanding what application dependencies and their impact on the KPI’s to diagnose, triage, predict and potentially self-heal to positively impact business KPIs must be a critical aspect for selecting CAPM solutions.

• The adoption of DevOps and Agile which has risen above 50% at the enterprise level, requires the left shifting of a variety of processes. Shifting left means to take processes that usually fall at the end of the Software Development LifeCycle (SDLC) and putting them towards the beginning. Or, it could mean turning a staged process into a continuous process that occurs throughout development. By shifting CAPM to the beginning (during testing or development) it eliminates possible bottlenecks which show up during or after deployment.

• In the digital world everything happens in real-time. This requires IT to use a meaningful way to communicate the impact of performance to the business. The term MTTR - where IT presents the efficiency in repairing something - is no longer adequate for the modern business technology environment as it does not reflect anything in relation to business health. Communicating application health with the use of a Time-To-Business-Impact (TTBI) dashboards and application health indexes will change the perspective on IT’s value, efficiency and innovation.

• To stay ahead of issues across the rapid-changing IT landscape, the adoption of machine learning will provide some benefits when applied to historical data but will only significantly increase in value when contextual and real-time data is leveraged.

• This market is changing significantly as 25% of our survey respondents are planning to use artificial intelligence (AI) and machine learning (ML) as part of their application performance management strategy within the next 12 months and another 35% after the next 12 months. Leveraging machine learning and additional AI capabilities promises if/then analytics, predictability of issues and prescriptive ways to heal or resolve issues. Vendors strictly focusing on AIOps have risen, but many of them need existing CAPM vendors which have focused on monitoring as possible data sources from the managed environment. Existing CAPM vendors are rearchitecting their
capabilities to include AIOps as an option and acquisitions are possible as there are many AIOps startups out there.

- The top five vendors rated by the users are (listed alphabetically) BMC Software, Cisco (AppDynamics), Dynatrace, New Relic and Splunk.

- In the near-term, CAPM investment projects will be critical to highlight the health of applications in real time through analytics and other key capabilities. However, the real breakthrough will be for those organizations who are adopting their team structure, processes, skills and make CAPM an integral part of their teams to truly deliver business expectations. When CAPM is part of each team across the SDLC, everybody is taking responsibility of the outcome and everybody is enabled to provide transparency. As DevOps continues to grow the goals of agility and velocity require transparency and responsibility within every product team. CAPM solutions are providing teams with transparency of what is happening across the complex environment so that they can own making changes. The outcome then will be to continuously deliver better products and services faster.

Vendor Selection Matrix™ Disclaimer:

Research In Action GmbH does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings. The information contained in this research has been obtained from both enterprise as well as vendor sources believed to be reliable. Research In Action GmbH's research publications consist of the analysts' opinions and should not be considered as statements of fact. The opinions expressed are subject to change without further notice. Research In Action GmbH disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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Research In Action GmbH is a leading independent information and communications technology research and consulting company. The company provides both forward-looking as well as practical advice to enterprise as well as vendor clients.

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