

# PG-SME™

IMS PerformanceGuard for SME's



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

PG-SME from IMS uniquely collects information 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:

### 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-SME 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-SME 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-SME 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. Network performance

The agents monitor network traffic and alert when protocol errors or slow performance surpass best practice levels.

*The unseen data transport system is often taken for granted and problems with the network often go unnoticed and unresolved, PG-SME ensures Proactive Resolution through baseline and degradation monitors.*

### 5. Server performance

PG-SME agents installed on each server provides Proactive Monitoring of key factors that will alert when these exceed safe levels affecting performance.

*Server's business transaction processing often go unnoticed and forgotten, but when these slow or fail then either many or every user is impacted.*

*Early warning by PG-SME can prevent major downtime and business disruptions.*

### Implementation

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

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

### Supported Operating Systems

The PG-SME 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-SME agent communicates with the PG-SME 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-SME server typically on TCP port 6001.

Agent impact: The agent will contact the server at intervals between 15 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' 6 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.

