

Customer:

ATComputers

Industry:

IT distribution

Challenges:

- ▶ *High demands on application availability, reliability and response time*
- ▶ *Own complex system development*
- ▶ *Laborious identification and proving of attacks and network problems by manual data analysis*

Solution Benefits:

- ▶ *Complex data network traffic monitoring*
- ▶ *Traffic volume and structure reporting*
- ▶ *Automatic anomaly and incidents detection*

APM Deployment Benefits:

- ▶ *ATC Business Link application monitoring in real time*
- ▶ *Error states monitoring*
- ▶ *Monitoring effects of changes and new functions in application*

Deployed Products:

- ▶ *Flowmon Collector VA*
- ▶ *Flowmon ADS*
- ▶ *Flowmon APM (from 2014)*

AT Computers a. s. is one of the largest IT distributors in the Czech Republic, Slovakia and Poland. The company operates in seven cities – Ostrava, Prague, Brno, Bratislava, Žilina, Warsaw and Wrocław and on www.atcomp.cz portal. The main purpose of AT Computers is to make work in selling goods and services in the ICT sector as easy as possible. AT Computers is number one distribution company in Czech and Slovak market and it is repeatedly awarded in survey “IT distributor of a year”.

AT Computers company uses Flowmon solution from 2011 for data network monitoring and security in Ostrava headquarters. AT Computers develops own complex system ATC Business Link for e-commerce and logistics including turn-key e-shops for partners. The need of application performance monitoring was the major impulse to extend Flowmon solution functionality with Flowmon APM. Using Flowmon APM and without any installation of software agents AT Computers monitors application performance and response time from users point of view (user experience monitoring).

Flowmon APM provides ATC Business Link operational team with real time information about response time of application (as a whole or its parts) for each individual user of application. ATC Business Link operational team is now able to quickly react to any non-standard situation and minimize its impact. For development team Flowmon APM provides error states overview including details about specific requests, which caused the error. When deploying new functionality to the ATC Business Link application, it is possible to monitor performance of the new functionality and its impact to the application as a whole. In this case, the main benefit of Flowmon APM is increased work efficiency and problems prevention.

Flowmon Solution Deployment

Flowmon solution includes Flowmon Collector VA, which is equipped with two 1Gbps monitoring ports connected to two mirroring ports. All LAN traffic is monitored for purpose of network visibility, security monitoring as well as web application monitoring. Web applications are monitored in separated network segment to monitor application performance and error states. All results are available through web interface and automatically generated reports.

Customer Review

Tomáš Wojnar, senior software engineer at AT Computers, summarizes reasons for Flowmon solution extension with Flowmon APM:

“Flowmon APM provides us with a lot of new information about our key web applications. This information was unavailable before or it was difficult to obtain it. Online traffic monitoring helps us with current issues and with application performance optimization, which is appreciated by our customers.”