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Datasheet

Viettel Application Performance Monitoring



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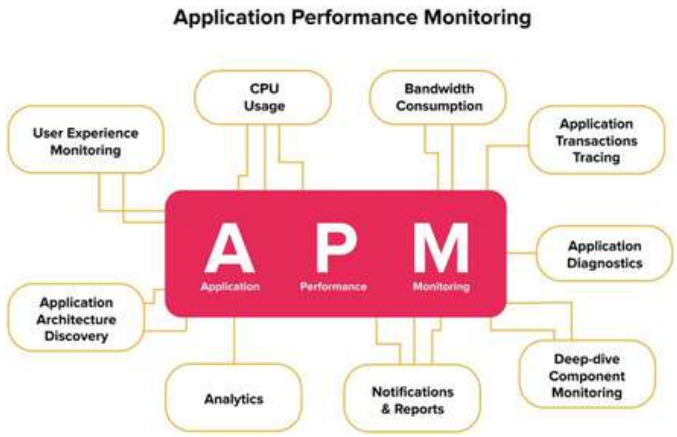
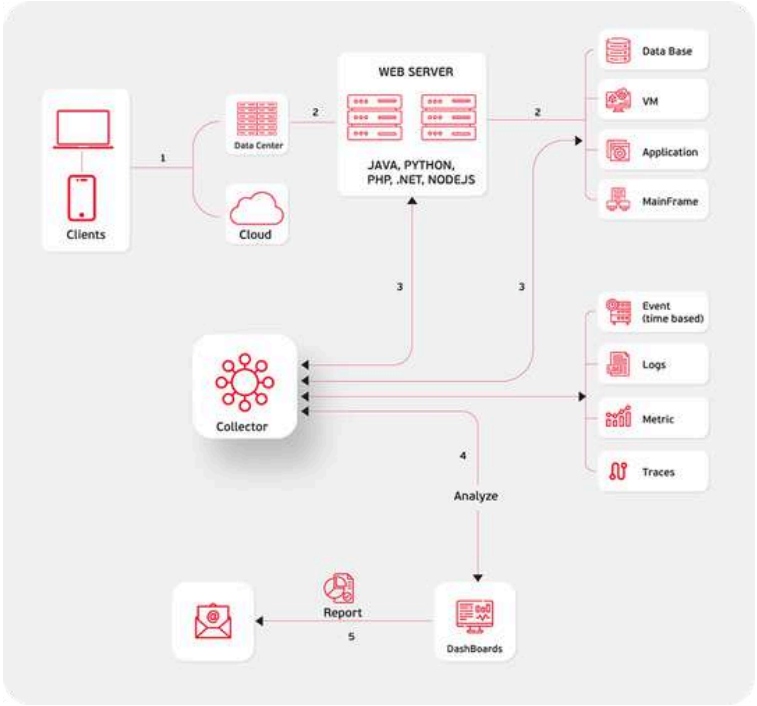
OVERVIEW

The Application Performance Monitoring package (vAPM) applies world-leading APM technology to bring customers a comprehensive application monitoring solution.

vAPM collects, analyzes, and processes telemetry data (Metrics, Logs, Events, Traces) remotely, building a real-time dashboard and alerting system for the enterprise. Its main purpose is to ensure smooth application operation and to enhance the end-user experience.



Mô hình dịch vụ:



ĐIỂM NỔI BẬT

- Comprehensive monitoring solution for applications, built on world-leading technology
- Easily capture, visualize, analyze, and diagnose application issues down to the code level on a single screen - unifying data from the build, development, and operations teams, thereby reducing MTTD & MTTR
- The most complete view of the application landscape with Service Maps and distributed tracing, enabling traceability of a specific request across a complex system
- Track and manage the most critical transactions in the application through dedicated dashboards
- A wide range of supporting tools such as Browser Monitor, Synthetic Monitor, and Mobile Monitor to enhance customer experience across both web and mobile app services
- Easy integration and data synchronization with the customer's existing open-source platforms
- Support for a wide range of application programming languages
- Flexible adjustment and scaling of deployment
- A comprehensive monitoring solution at optimized cost, suitable for businesses of all sizes, from small to large

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KEY FEATURES

Comprehensive Monitoring Solution

Operation tasks: Helps businesses proactively ensure system uptime, reliability, and security

- Synchronizes system data on a single platform, and supports data collection from the customer's existing open-source systems
- Provides all the components required for a comprehensive monitoring package: optimized tooling, 24/7 on-call staff, and synchronized processes
- Gives a visual, system-wide view using Service Maps - providing the build, development, and operations teams a shared overview of the system
- Supports a wide range of development languages: Go, Java, .NET Core, .NET Framework, Node.js, and more
- Supports a multi-tenant model for businesses that need to monitor multiple applications
- A monitoring dashboard with complete information, customizable to the customer's requirements

Rapid Incident Detection

Service Owner task: Helps identify the root cause quickly so issues can be resolved before they affect application performance

- Visualizes any service request using distributed tracing, helping administrators easily pinpoint bottlenecks in the system
- Correlates application logs with telemetry such as metrics, traces, and events
- Finds the root cause faster thanks to code-level drill-down, error checking, and AIOps features
- Minimizes MTTD and MTTR, thereby safeguarding application performance and improving end-user experience

Proactive System Optimization

Team Leader task: ensures the engineering team's performance, thereby improving service quality and optimizing cost

- Real-time SLA and business-KPI monitoring, so administrators can detect issues and proactively make adjustments
- With AI and ML technology, the system can surface all application errors with no additional configuration or setup required
- Improves engineering performance and process by feeding telemetry data directly to engineers inside their IDEs

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Customer Experience Management

Browser monitoring gives code-level visibility to pinpoint latency from backend to front-end and its causes. Web performance metrics such as LCP, FID, and CLS are measured to improve page-load speed, interactivity, and visual stability for dynamic pages

Synthetic Monitoring adds proactivity by simulating user behavior to test custom scenarios

- Monitors websites or API endpoints to ensure the business's website not only renders correctly, but that its functions also work as required
- Synthetic check types include: availability checks, SSL certificate checks, broken-link monitoring, page-load performance, user flow/functionality, endpoint availability, and scripted user-step execution

Mobile monitoring gives code-level visibility into user behavior on mobile apps, ensuring the best possible end-user experience — covering network performance and third-party service performance, plus diagnostics such as stack traces, trends, and HTTP errors. Businesses can also track and analyze the impact of each release to confirm application quality improves with every deployment

BENEFITS

Cost Saving

Businesses save on resources, tooling, and time compared with building an in-house application monitoring team

Ensures Smooth Application Operation

With 24/7 monitoring backed by standardized tools and processes, the solution increases application availability and ensures the required performance level — driving revenue growth through a better end-user experience

Increased Reliability

Khách hàng có thể quản lý ứng dụng tập trung, từ đó tối ưu chi phí vận hành khai thác

3–5x Improvement in Team Efficiency

By pinpointing the true root cause of issues, the solution increases engineering productivity — freeing up time for research, development, and new features that create a competitive advantage

USE CASES

Businesses that need to manage the performance of business-critical applications

Organizations with high-traffic applications, where the online channel is a primary revenue driver, and that need a comprehensive monitoring package to sustain stable revenue growth

Cloud-native businesses

For companies that are early adopters of new application-development technologies, pairing that with monitoring technology that meets end-to-end management and observability needs is essential for the business to stay in full control of its application landscape

Application-development businesses

For organizations that build many applications - such as game studios and software outsourcing companies - an end-to-end monitoring toolset is needed to control performance from planning through build and operations

Businesses that need to improve end-user experience

Application stability is essential to a good end-user experience. Businesses that regularly receive complaints about unstable application quality need a durable, long-term way to fix the problem

Businesses looking for an end-to-end monitoring package to control application performance

For businesses that don't yet have any application monitoring solution in place, starting with a comprehensive application performance monitoring package saves both time and cost

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WHY CHOOSE VIETTEL IDC?



- **International-Standard Infrastructure**
  Infrastructure is hosted in Viettel IDC data centers certified to TIA-942 Rated 3 Constructed Level, alongside international certifications ISO 9001:2015 and ISO 50001:2018, information-security certifications ISO 27001:2013 and ISO 27017:2015 (specific to cloud services), and PCI DSS — meeting the strictest requirements for infrastructure, service quality, and information security

- **Modern Technology, Aligned with Industry Trends**
  Viettel IDC is committed to applying the most modern, best-in-class technology for its customers, ensuring the best possible features and services are delivered

- **Secure Connectivity, Stable Systems**
  Information security and stability are Viettel IDC's top priorities. Viettel IDC partners with leading vendors for each technology solution, each with proven capability and effectiveness both globally and in Vietnam — giving customers full confidence in the quality of Viettel IDC's products

- **Rapid Deployment**
  Viettel Application Performance Monitoring fits a wide range of customer deployment models, from a stand-alone solution deployment to a fully managed monitoring service