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WEB AND API MONITORING SERVICES

Cloud Support – Service Definition

IB Boost is a specialist development consultancy whose focus is on delivering complex solutions to global organisations. Our experience has led to the development of a suite of innovative software frameworks for accelerating project delivery. Our combination of subject matter expertise and innovative software solutions paired with our passionate technology consultants allows us to provide a comprehensive range of cloud solutions for almost any target application technology.

SUMMARY

IB Boost's OCTANE platform provides a rich platform for monitoring and managing your APIs, services and web application functionality and performance. Use pre-built common metrics and templates, or use ORQA automation robots to record and upload complex user scenarios, triggered or scheduled health checks of your services at all times.

SERVICE OVERVIEW

IB Boost's OCTANE platform combines the rich dashboard of the IB Boost OCTANE "Lucidity" component for dashboarding and operational management with the ORQA automation platform to integrate any data source or target application or website.

Continuous Feedback

OCTANE allows organisations to monitor the health and performance of their websites and APIs to provide 'continuous assurance' that business processes are running as expected.

Utilising this web-based dashboard for monitoring and management, and the ORQA automation platform for development and execution of complex web, API and application UI scenarios, IB Boost can design and implement a system to provide continuous feedback and alerts to your operations teams and management, both in production and test environments.

User Interactions

The ORQA platform allows even non-developers to automate user scenarios through recording of user interactions, whether on websites or desktop applications. These can be uploaded into the OCTANE platform which can execute these tests distributed across nodes of any type, including the ability to test against different browser types, browser versions, screen sizes, devices and operating systems.

Dashboard

The rich analytics dashboard allows teams to get a consolidated view of behaviour and customise tools according to their specific environment. Metrics and monitoring that may be implemented include: checking disk space, CPU and memory usage; response times to HTTP requests; page load times; correctness of display in different browsers, versions, devices, screen sizes and operating system; responsiveness of site under load; business transaction simulations.

Platform

The OCTANE platform can be implemented on-premise, in private or hybrid cloud, or on any cloud IaaS vendor platform, including Azure and AWS. Our consultants can work with you to design private implementations and to determine appropriate cloud platform choices, or you may wish to utilise our public cloud instances for out of the box solutions without requiring any consultancy, working on a pure licence basis.

Record and Playback

ORQA's record and playback functions allow any user to record scenarios for websites and desktop applications and use these as metrics for complex business interactions. For example, users can record the process for signing up a new user, create and run a customised search, and download the results to a PC. Such a process can be recorded once, parameterised to change data over time if required, and uploaded into OCTANE to be run on a scheduled basis. This results in a full history of real performance observed by the users of your service.

Alerts and Notifications

A powerful alerting and notification system allows all such monitoring metrics to be handled as you wish with email alerts, social media integration, web service API and dashboard graphical notifications to ensure service levels are met, 24 hours a day.

Response Actions

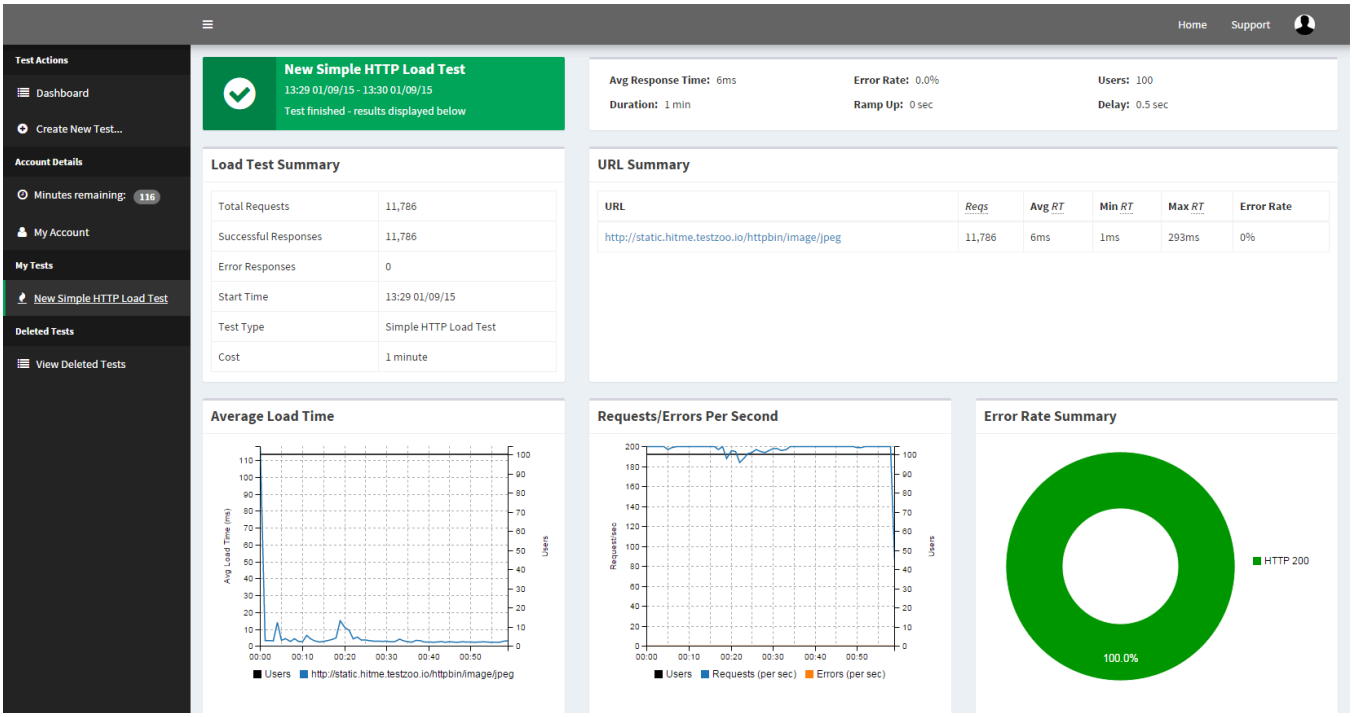
With ORQA automation you can record recovery or response actions to take place when certain situations are observed, which further expands the abilities of your system to recover from abnormal situations. For example, you may wish to archive certain log files should free disk space be getting low.

Issue Tracking System Integration

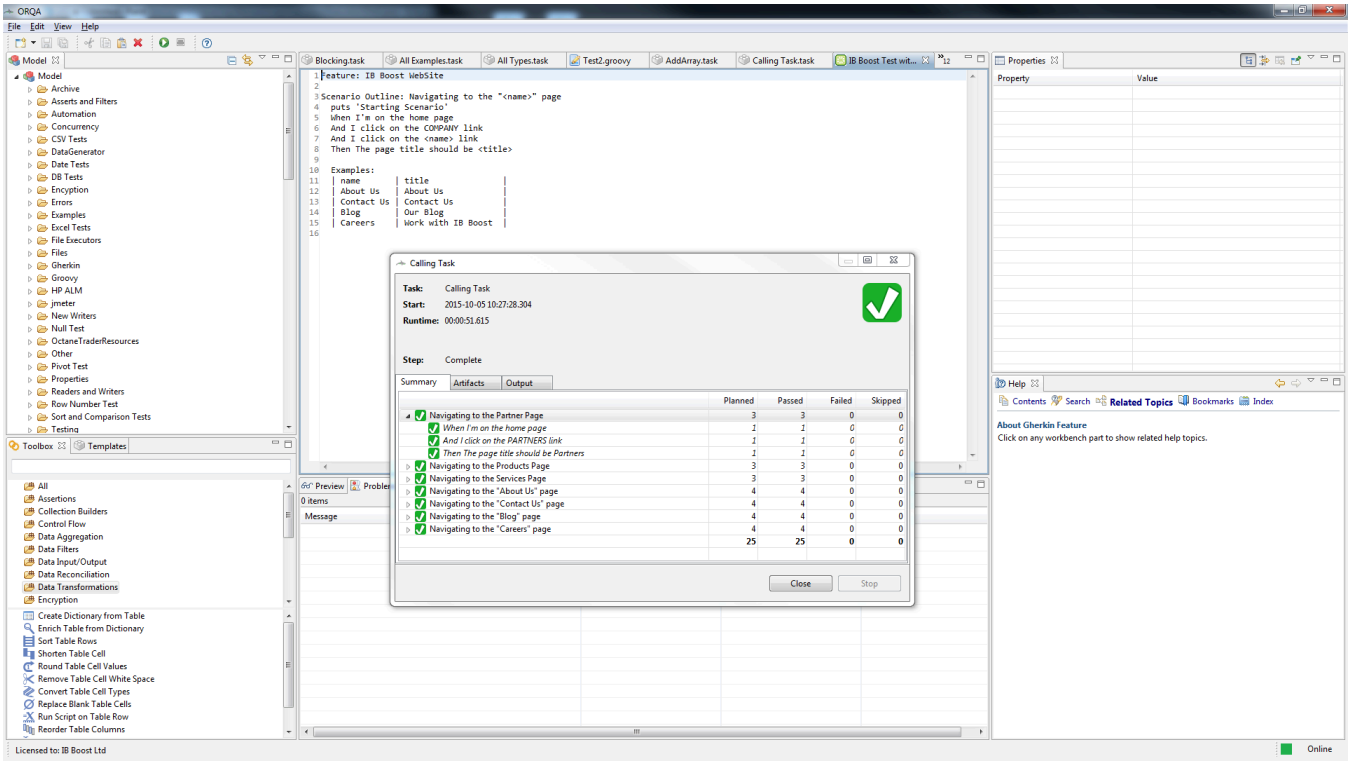
ORQA seamlessly integrates with issue and defect tracking systems, ensuring that observations in production are always appropriately tracked in the development organisation with the relevant details.

Tools

OCTANE provides the ability to run tests and monitoring processes at any scale and at any time. Rich visual dashboards store the results and allow service quality checks on the performance of your applications, services or websites.



The ORQA tool can be used to interactively run customised Gherkin / Cucumber tests locally and then upload them to the cloud for scheduled execution and rich monitoring of web applications.



FEATURES

- Monitor and manage APIs, websites, and applications in the cloud
- Modern, clean dashboard to bring all your data together
- Instant, automated alerts and notifications to assist operations
- Test and monitor your application at anytime from anywhere
- Utilise different browser types, versions, devices, screen sizes for testing
- Run in cloud or private/on-premise solutions
- Verify REST or SOAP APIs responses and performance
- Integrate with defect and issue tracking systems for quality assurance
- Record common user interactions and play them back
- Easy-to-use, user-friendly system for non-technical users

BENEFITS

- Improved application availability and performance
- Reduced effort in identifying and resolving problems
- Reduced customer frustrations and service desk calls
- Improved user experience from monitored services
- Benchmarks performance changes over time
- Provides additional assurance over effects of releases and events
- Centralise management of applications, customised for your needs
- Ensure third-party dependency APIs and services perform as agreed
- Measure SLA adherence and quality of services according to contract
- Better planning through observing effects of load and change