



## Helping State Governments Deliver Flawless Digital Experiences for Citizens and Employees

*State governments perform many tasks for their citizens: they issue permits and driver's licenses, collect taxes and fees, enroll people for benefits programs, and much more. These transactions and services are increasingly being conducted online and less so at brick-and-mortar facilities — and this trend has only accelerated with the COVID-19 crisis. Likewise, state government employees are doing more of their work away from the office, either in field locations or at home through telework.*

As government agencies digitally transition and scale more of their citizen and employee-facing workloads, they confront a critical challenge: ensuring those digital services perform as they should. That is not an easy task to do. Public demand for services can shift wildly, placing unexpected stresses on digital infrastructures. And IT environments can be complex, dynamic, and tricky to manage.

So how do state agencies gain the visibility they need to ensure their web-enabled applications perform as needed? How can they see where bottlenecks or anomalies in their applications are developing even before the citizen or employee end-user becomes aware of any problem?

The key to meeting this challenge is to gain deep, actionable visibility into every application and its performance as it responds to each end-user interaction with it. This capability is called **application performance monitoring**, or APM. It is critical to helping application operations teams gain a clear understanding of what normal application performance looks like, what anomalous performance looks like, what the end user experience looks like, and where problems are occurring and why.

### AppDynamics for unrivaled visibility into application performance

AppDynamics, part of Cisco, helps application operations teams proactively manage and optimize their applications' performance in real time to advance critical business and mission objectives. Consistently recognized by Gartner as an industry leader in APM, our solution monitors the end-to-end performance of even the most complex, distributed applications in real time and delivers application mapping, dynamic baselining, and code-level diagnostics.

**With AppDynamics, applications operations team gain the following critical APM capabilities:**



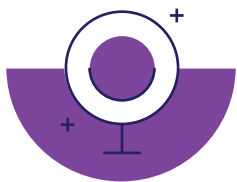
**Unrivaled visibility into the application.** AppDynamics monitors every swipe, tap and click in real time. We enable application operation teams to see exactly what the end user is experiencing and get the necessary actionable insights needed, down to the application code and throughout the tech stack, to pinpoint performance issues quickly and prioritize remediations. This deep visibility means that application operations teams can securely capture critical debug data on-demand, without having to sift through log files – saving valuable developer time and slashing mean-time-to-resolve code issues.



**Improved application alignment to the mission or business.** AppDynamics helps state organizations understand how application performance impacts their citizens and business by connecting the dots between app performance, user experience, and business outcomes. For example, our solution automatically detects variations from the norm for a business metric, such as fee-generated revenues or numbers of permits issued. It then correlates that data with any anomalous activity that may be occurring in the application (down to the code level) to pinpoint how a technical behavior in the application could be contributing to those variances in the business metrics. This allows application owners to tweak their applications as needed to improve business metrics.



**Performance baselines.** With AppDynamics, you'll know what normal performance looks like for any application. This is critical for a variety of reasons. First, only by baselining performance can organizations identify what anomalous behavior looks like so teams can respond faster when metrics begin to go awry — long before end users are aware of any problem. Also, performance baselines are critical when adding new functionality, making upgrades, or migrating an application to the cloud. Baselines allow you to compare performance metrics before and after these changes to ensure there is no degradation.



**AI-powered automation.** AppDynamics employs machine learning to automate anomaly detection, drastically reduce MTTR (meant time to resolution) with instant root cause diagnostics, and correlate software and business performance metrics so IT teams can swiftly diagnose application performance problems. Our machine learning, statistical analysis, and pattern recognition capabilities can automatically diagnose root cause and predict anomalous behaviors, distilling these complicated insights into actionable information in a single pane of glass. These capabilities are increasingly indispensable in environments where apps are elastic, highly virtualized, and built with microservices.

## Why AppDynamics

Only AppDynamics — an eight-year leader in Gartner's Magic Quadrant for Application Performance Monitoring — delivers the ability to:

- Correlate business metrics with application performance metrics
- See into the entire technology stack, including visibility from the network perspective, and correlate that data with the application layer
- Monitor applications at the “business transaction” level to see and understand exactly what the end user is experiencing. A business transaction is made up of all the required services within the IT environment that are called upon to fulfill and deliver a response to a user-initiated request. These are typically things like login, search, checkout, and so on.

Our unified suite of application and business performance monitoring solutions ensure that every part of even the most complex, multi-cloud environments — from software to infrastructure to business outcomes — is highly visible, optimized, and primed to advance the mission and business objectives of state government agencies.

*To learn more about how AppDynamics is helping state governments improve their applications' performance and the mission outcomes they support, go to [appdynamics.com/government](https://appdynamics.com/government).*