



Mobile Systems Intelligence Technology Comparison

Three technologies are often compared with the software behind Mobile Systems Intelligence (MSI). All are complementary and not competitive. In fact, all MSI customers have versions of the tools listed below. A combination of these tools does not equal MSI because MSI is a managed-service that does not require customer IT to analyze logs or data. It is always-on live capture of user experience with user inputs along with automated problem capture and expert diagnostic analysis.

Application Monitors

Tools focused for application developers that track the performance of the application code as well as server processes.

Designed for monitoring and improving host/back-end applications.

Limitations

- Cannot detect/describe user issues that are not caused by the application.
- No visibility to how the client software is processing the application commands without agents on devices.
- Application-biased observation.

Trade names: AppDynamics, Dynatrace, Stackify, TraceView, Application Insight, Instana.

Network Tools and Monitors

Monitoring tools with features for managing switches and access points and detecting network issues.

Designed for visualizing the health and performance of network hardware/software. Some have sensors for "user experience" but specific only to wireless experience.

Limitations

- Requires monitoring ports and/or client agents or sensors to estimate the user's experience.
- Packet capture and wire sniffing are one-time use and require onsite efforts.
- Network-biased observation.

Trade names: Solar Winds, Riverbed, 7signal, Cisco Prime, Meraki, Wireshark

Mobile Device Management

MDM and EMM assist in deploying, managing and monitoring the mobile device hardware, software, and firmware.

Designed for remote monitoring and interaction with mobile computers.

Limitations

- View device hardware/software not user impacts.
- Requires software on the mobile computer.
- No record of mobile transaction history.
- Device biased.

Trade names: SOTI, Airwatch, Avalanche, and many others

MSI IS DIFFERENTIATED

- ✓ Empowers mobile-users to give direct feedback that is tied to captured IT system performance.
- ✓ Proven to speed IT support processes and improve user-experience.
- ✓ Eliminates the need for IT teams to stitch together multiple analysis tools and inputs.
- ✓ MSI synchronizes with network, application and device side logs.
- ✓ Increases ROI for all existing IT analysis tools and mobile solution technology.

