

Tmax APM Solution **SysMaster**

Optimal Performance Monitoring

An application performance management (APM) solution that enhances productivity through real-time, end-to-end application and system monitoring



SYSTEM MANAGEMENT

SysMaster

SysMaster E2E

TMAXSOFT

SysMaster

A powerful management tool that enables real-time performance monitoring for stable and efficient IT services

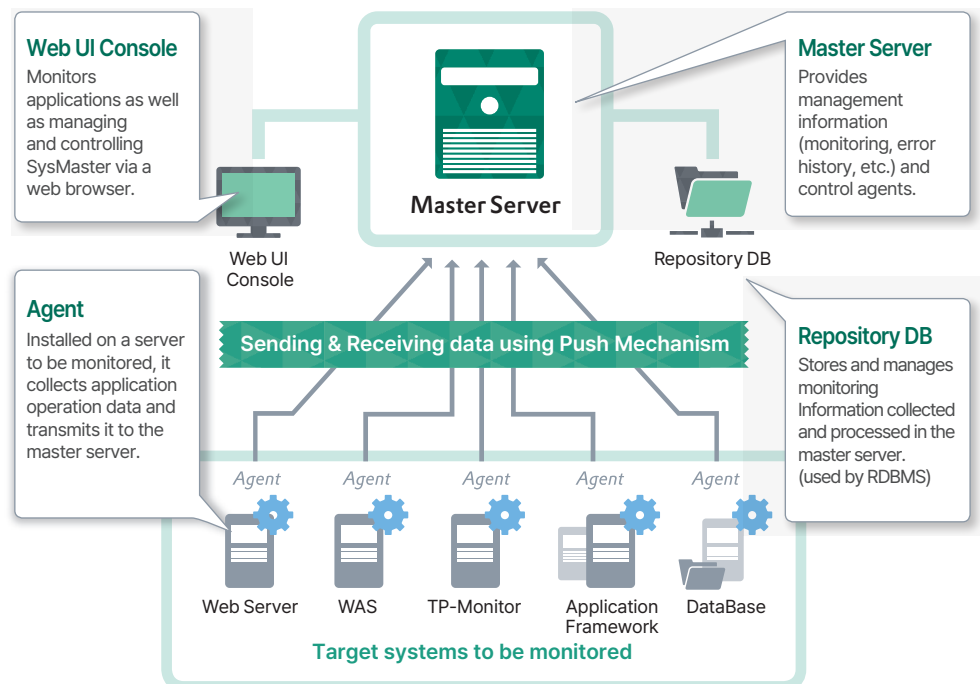


Monitors and manages resources across applications such as WAS, TP-Monitor, Frameworks, and Databases – Includes infrastructure availability, error diagnosis, and statistical analysis



Maintains high-quality IT service delivery by proactively preventing errors and enabling fast response actions

SysMaster Architecture



What's SysMaster

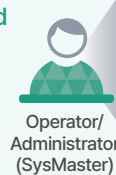
Advanced Control with Proprietary Monitoring Technologies

- ▶ Equipped with proprietary monitoring capabilities for WAS, TP-Monitor, frameworks, and databases.
- ▶ Delivers a higher degree of control by directly monitoring key applications and components.

Comprehensive, Integrated Monitoring

- ▶ Supports both point-based monitoring and full end-to-end visibility—from web interfaces to databases.
- ▶ Provides system-wide resource monitoring at the OS level via an intuitive dashboard.

“End-to-end integrated monitoring across multiple system components.”



Integrated Monitoring

End-to-End Monitoring



Value 1.



Integrated service monitoring

Provides a real-time, unified visibility into application service errors and performance metrics.

Value 2.



Integrated system monitoring

Delivers a comprehensive view of system resources, including CPU, memory, and disk usage.

Value 3.



One-Click troubleshooting

Enables fast and seamless failure resolution through a one-click session path from the user to the database.

Proven Reliability Through Numerous Customer Use Cases

(Monitoring more than 200 containers)

“A customizable, integrated monitoring environment that offers an intuitive, user-friendly experience—going beyond a standard packaged solution.”



Enterprise-Class System for Error-Free Task Development

- Monitors MES (Manufacturing Execution System) applications based on Tibco R/V.
- Integrates seamlessly with SMS (System Management System) and NMS (Network Management System) for comprehensive oversight.



Enterprise-Grade APM System

- Enables real-time performance monitoring and proactive error detection through BSM (Business Service Management) and infrastructure visibility.

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Advanced NGM System Monitoring

- Provides a real-time, integrated control environment by transitioning from legacy server monitoring tools to a modern Web UI.
- Supports customized views by region, domain, and time zone for administrators.



Advanced Market Management System Monitoring

- Improves error analysis efficiency with system-specific and end-to-end monitoring.
- Identifies underperforming areas through detailed root cause analysis.

What's New

SysMaster

Differentiated Monitoring for Large-Scale Systems

Multiple Container Management & Fast Search Function

- ▶ No limit on the number of monitoring targets (compared to 20–30 limits in most competing products)
- ▶ Enables users to easily create a personalized monitoring environment



High-Volume Data Processing

- ▶ Powered by TmaxSoft's proprietary technologies in middleware, frameworks, and databases, SysMaster minimizes overhead in data collection, transmission, processing, storage, and search operations



Lightweight Agent Architecture

- **Minimizes system impact during large-scale processing**
 - Gathers only necessary data through low-level APIs
 - Uses optimal protocols for performance metrics collection
 - Enhances performance with a LockFree function to prevent shared memory locking issues



Multiplexed I/O

- **Efficiently handles communication between master and agent servers by using multiplexed I/O ¹⁾ techniques**

¹⁾ What is multiplexed I/O? A method that reduces system load regardless of increasing client requests, improving efficiency and scalability



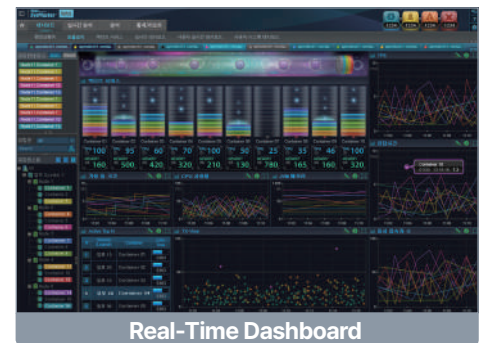
RDBMS-Based Performance Optimization

- **Supports SQL tuning to ensure high-performance data operations—storage, processing, and querying—within the repository DBMS**

Diverse Monitoring Environments by Role and Type

Built-In Dashboards

- Includes five or more preconfigured dashboards by default
- Users can add an unlimited number of custom dashboards as needed



Role-Based Menu Customization

- Menus and charts can be tailored to each user, based on access permissions

User-defined menus

Working set-level monitoring (user-based container groups)

Role-based monitoring of resources and action handling support

Drag-and-Drop, customized build for dashboard



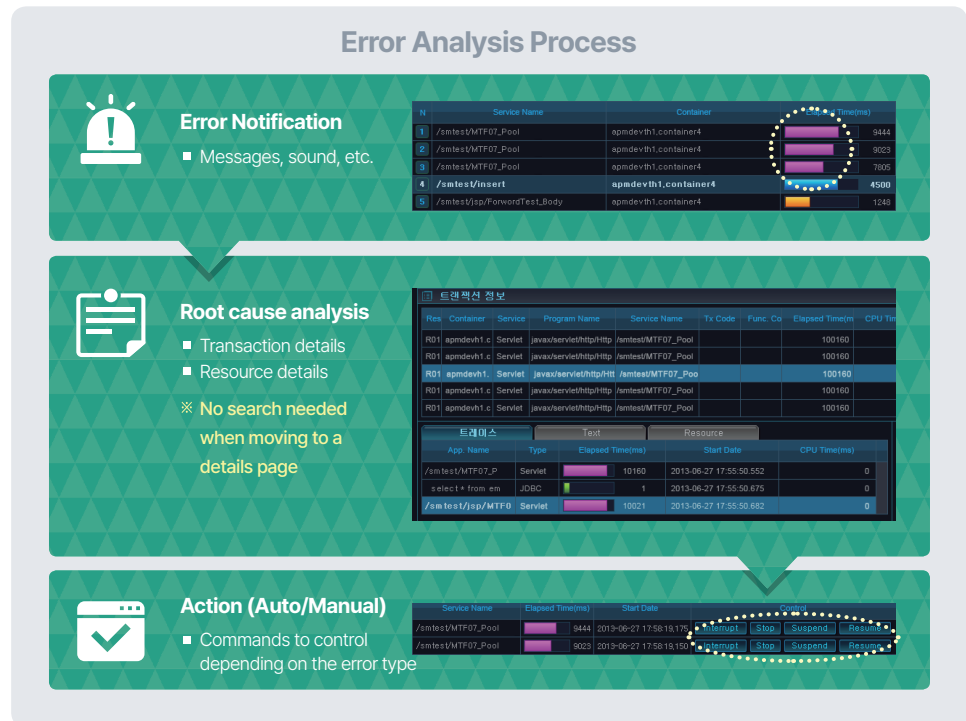
What's New

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High-Quality Service Performance Analysis

Drill-Down Approach with Optimized Flow

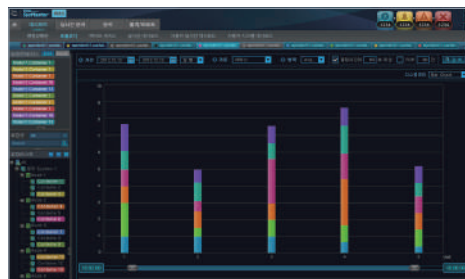
- Enables fast and accurate error analysis and resolution through a consistent drill-down process and an interface layout optimized to reduce navigation and scrolling



Advanced Trend Analysis: Top N & Relative Trends

- Offers a variety of trend analysis methods to help forecast and prevent service disruptions

Top N Trend Analysis



- Identifies services that require administrative attention by analyzing response delays and performance over a specific time period.

※ Example: Top N services with the slowest response times

Relative Trend Analysis



- Compares response time and throughput trends for concurrent user requests, helping detect anomalies and performance degradation.

※ Supports multi-metric comparisons over a single time range
 ※ Supports single-metric comparisons across multiple time periods

UX (User eXperience)-Driven Design Optimization

- SysMaster is designed with a strong focus on usability, convenience, and visual clarity to maximize the user experience.



Distinct color schemes and graphical themes for intuitive navigation



Content styling based on priority and importance for clear information hierarchy



Visual feedback mechanisms to help prevent user errors and guide interactions



Key Features

SysMaster



Container shortcuts and working sets



Integrated Dashboards (Built-in & Customizable)



Real-Time Active Service Monitoring



Real-time Snapshot



Drill-Down Error Cause Analysis



Transaction View (TX View) / Detailed Transaction Monitoring



Event Details & Analytics



Infrastructure, Service, and Visitor Analysis



TOP N and Relative Trend Analysis



Customizable Analysis Report (Drag & Drop)



General Report & Business Report



Remote WAS Control

TMAXSOFT

HQ 45, Jeongjail-ro, Bundang-gu, Seongnam-si, Gyeonggi-do, Republic of Korea

TEL +82 31-8018-1000

WEBSITE www.tmaxsoft.com/en

Established in June 1997, TmaxSoft has grown rapidly by boldly challenging global software giants, driven by a strong belief in its own technological capabilities. The company overcame widespread skepticism about Korea's ability to develop system software and has since proven itself as a pioneer in the field. Since 2006, TmaxSoft has maintained its position as a leader in the Korean software industry, delivering advanced proprietary technologies and comprehensive solutions that meet the evolving needs of its customers.

Printed September 2017

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