

Site24x7

零死角監控解決方案

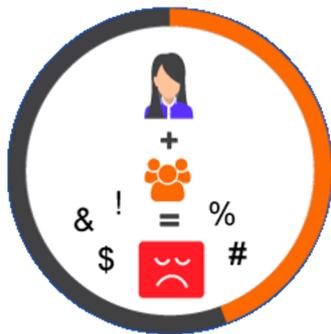


“慢”就代表服務中斷的時代已經來臨



79%

的使用者，瀏覽網站的速度不佳時，就不再回來



44%

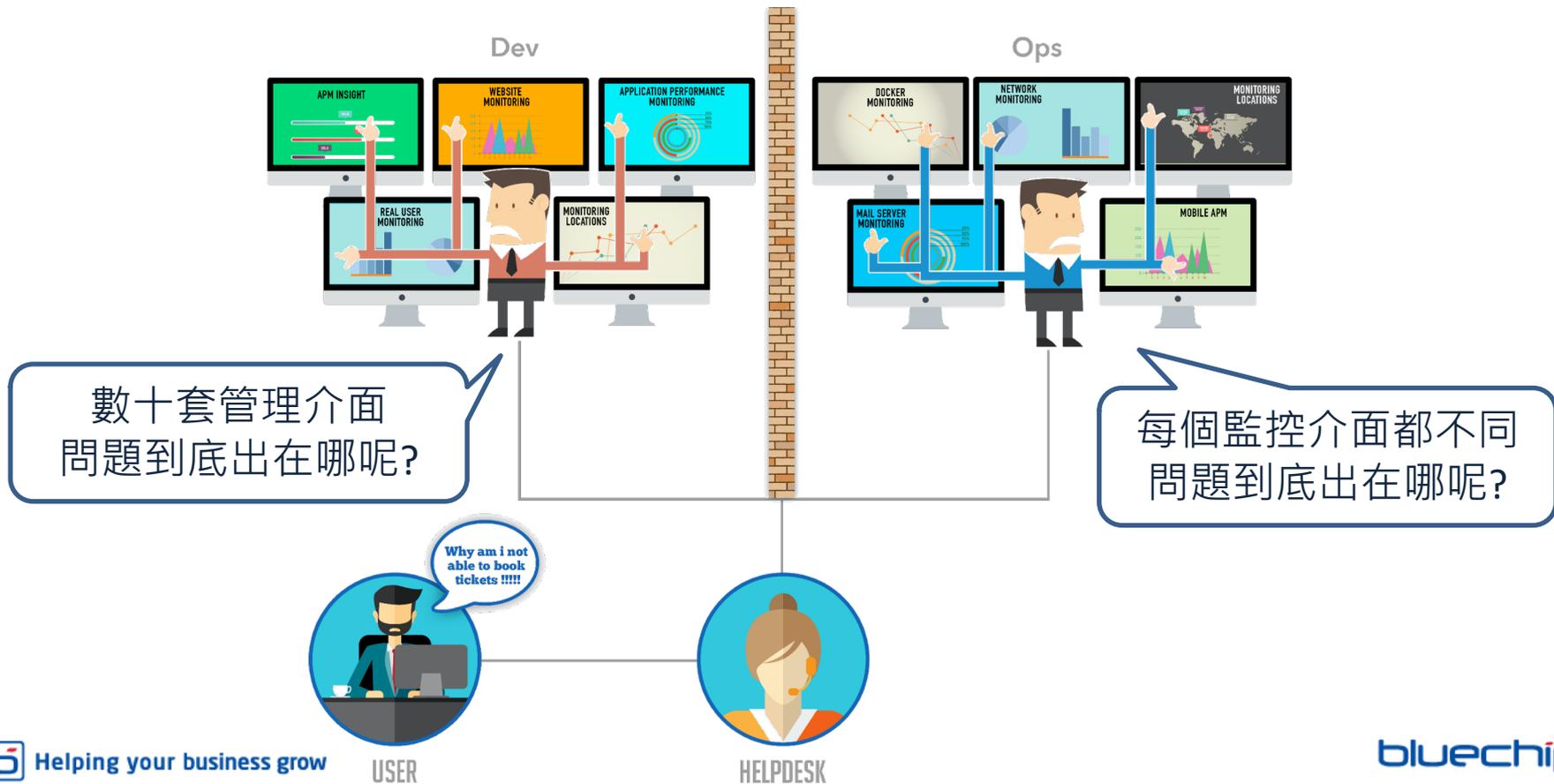
的使用者，會把糟糕的瀏覽經驗告訴親朋好友



57%

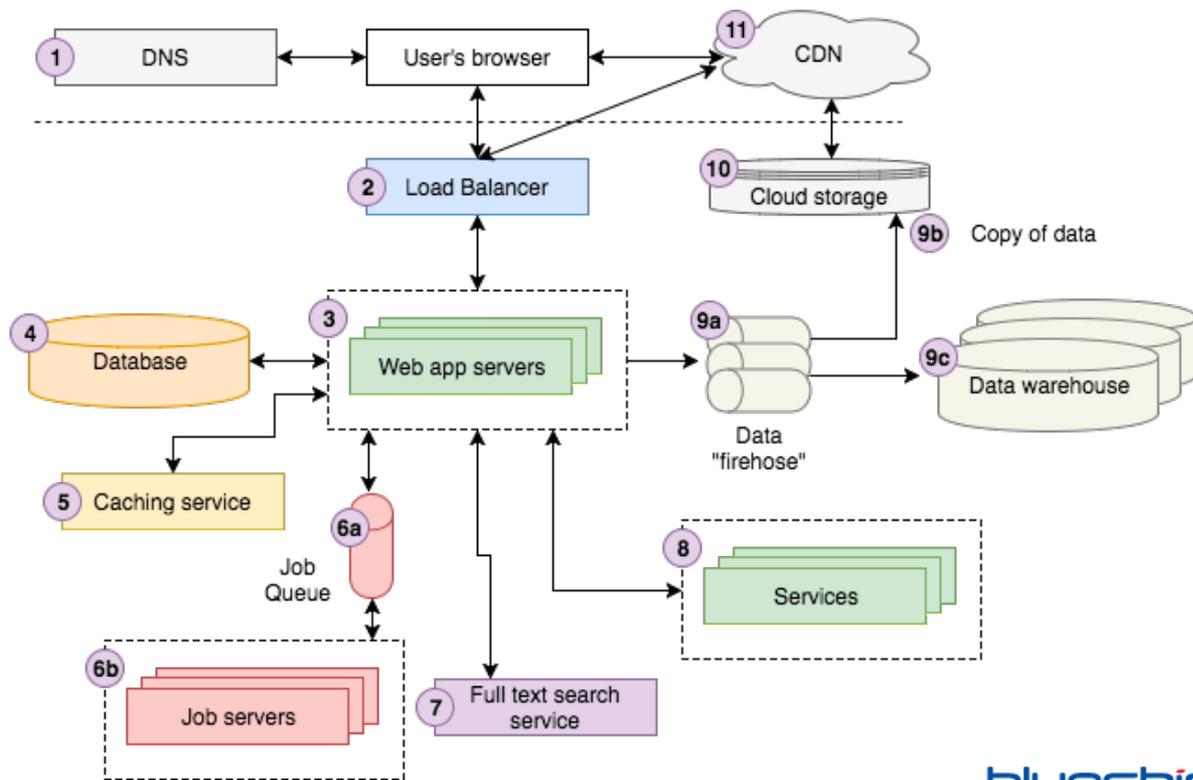
的使用者，會把糟糕的瀏覽經驗告訴親朋好友

當用戶反映，卻不知道問題出在哪裡



您需要的是零死角監控，對症下藥

- 確保網站在各地運作正常
- 進而協助網站最佳化

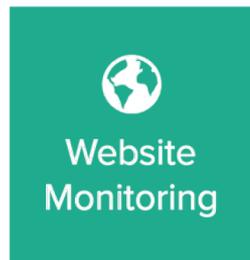


何謂零死角?

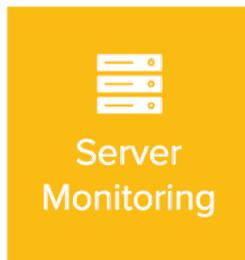
All-in-one Monitoring

多角度監控整體服務

All-in-One Monitoring Solution



網站監控



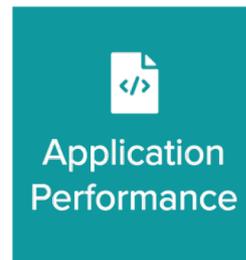
伺服器
監控



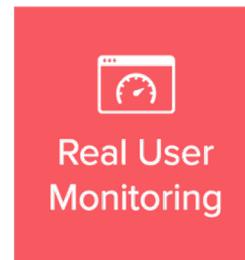
公有雲
監控



網路監控



應用監控



真實用戶
監控

包含中國境內**10**個節點，全球超過**110**個節點

● 中國

- 上海
- 北京
- 青島
- 杭州
- 深圳
- 張家口
- 廣州
- 成都
- 重慶
- 呼和浩特

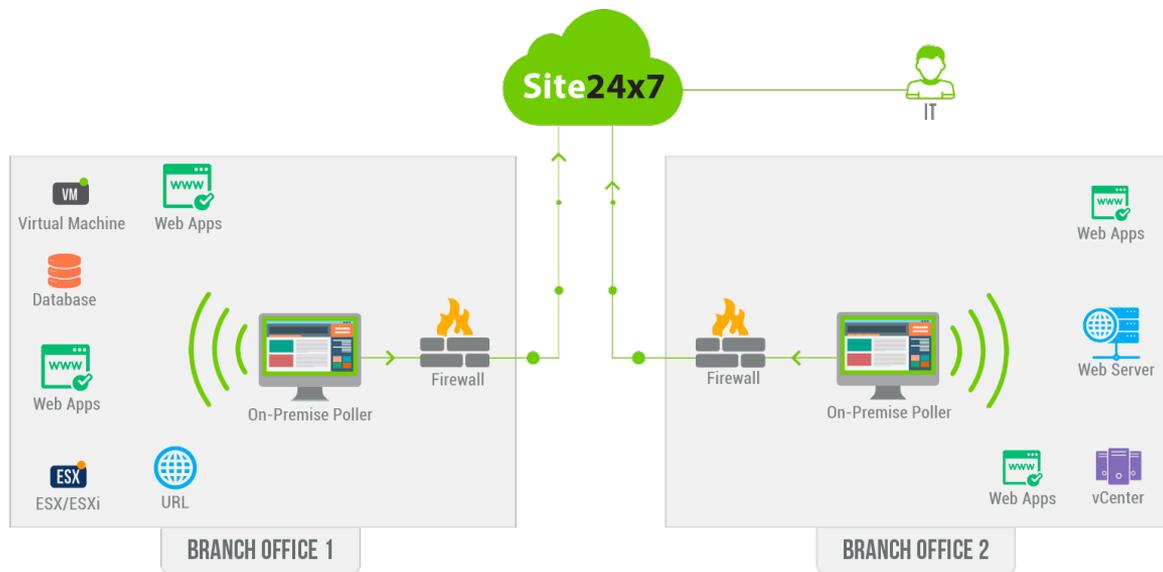
● 東南亞

- 台北
- 新加坡
- 馬尼拉
- 吉隆坡
- 雅加達
- 香港
- 河內
- 曼谷



預設節點不夠? 您還可以自行部署

- 可協助您監控
 - 私有虛擬化環境
 - 自家網路設備
 - 全球網路服務



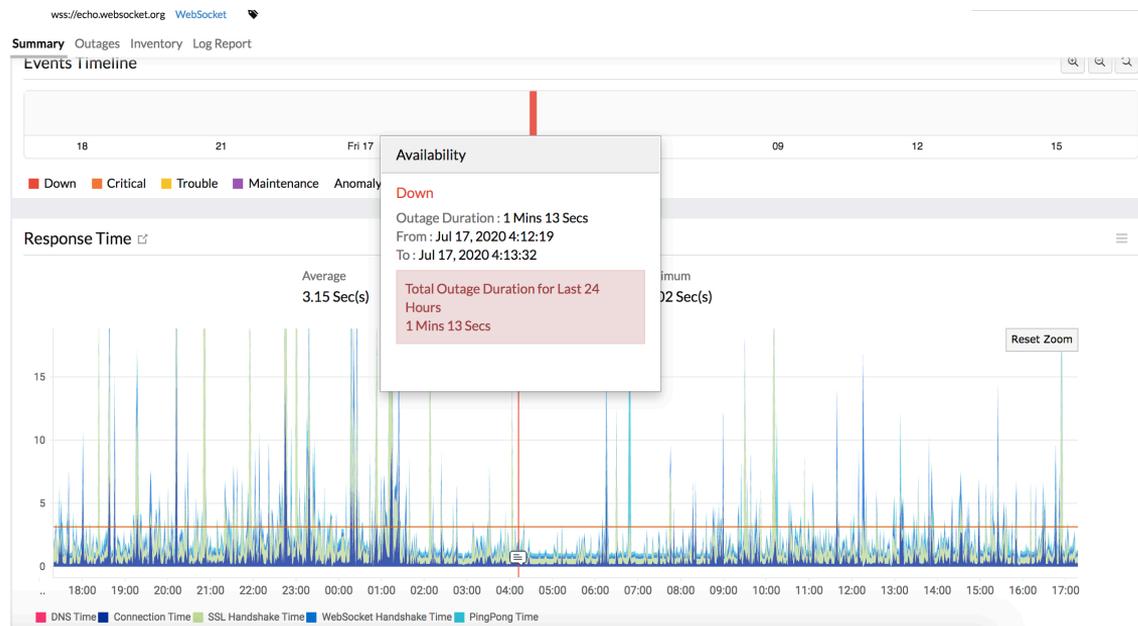


網站監控

Website Performance Monitoring

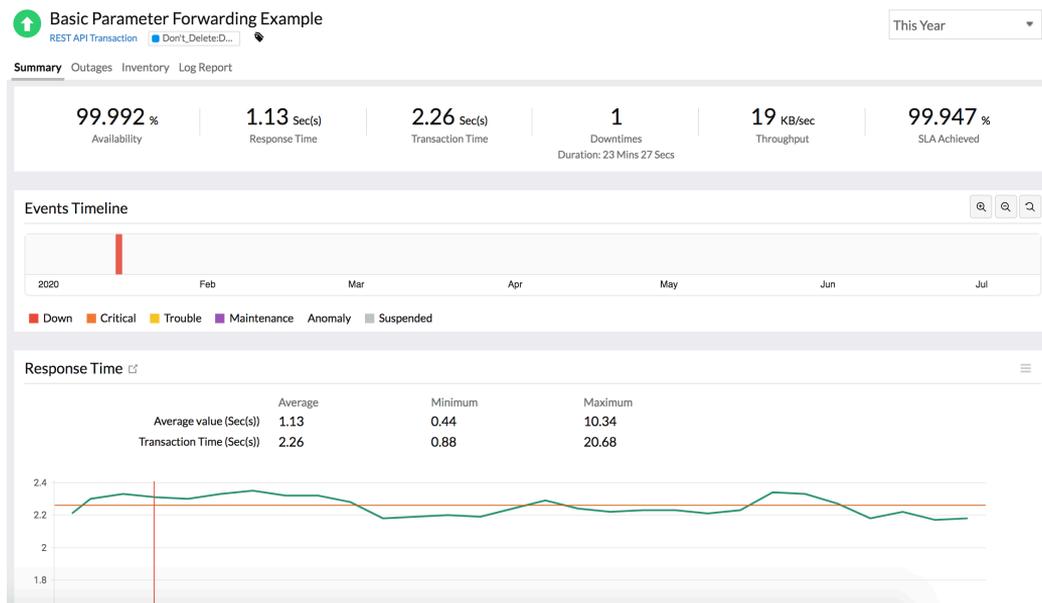
支援WebSocket監控

- 紀錄並告警斷線時間點
- 分析回應時間
 - DNS解析
 - 網路連線
 - SSL交握
 - WS交握
 - PingPong時間



支援REST API監控

- 模擬數值呼叫與預期回傳值



針對服務中斷，自動產出根因分析(RCA)報告

- 分析各監控點數據，包含
 - MTR、Ping、Trace Route、DNS解析
 - 實地瀏覽器截圖(Firefox)
 - 並提供判斷之結論

First Check - Hangzhou City - Screenshot



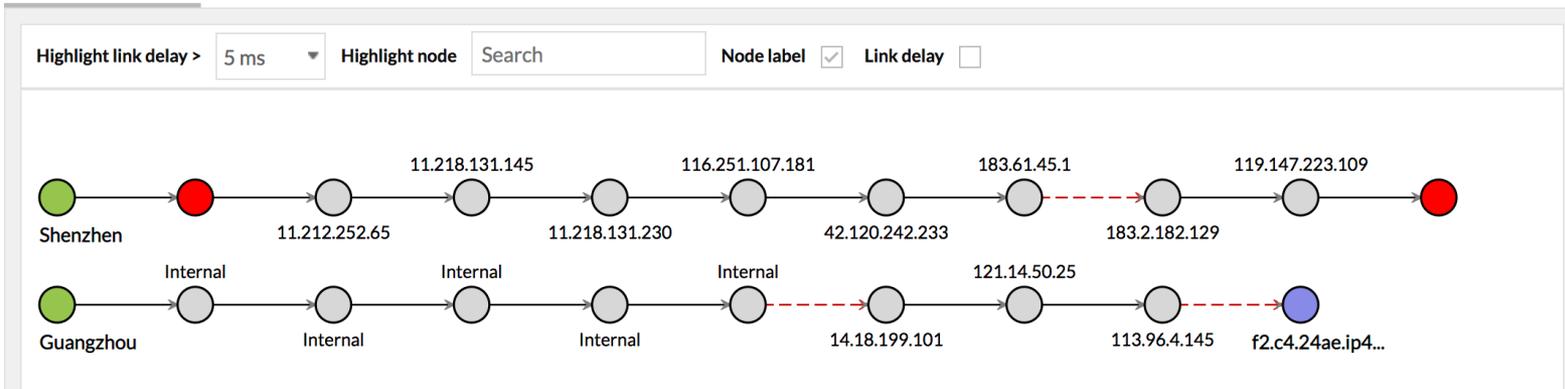
The connection has timed out.

The server at www.google.com.tw is taking too long to respond.

• The site could be temporarily unavailable or too busy. Try again in a few moments.

Try Again

Current Network Route

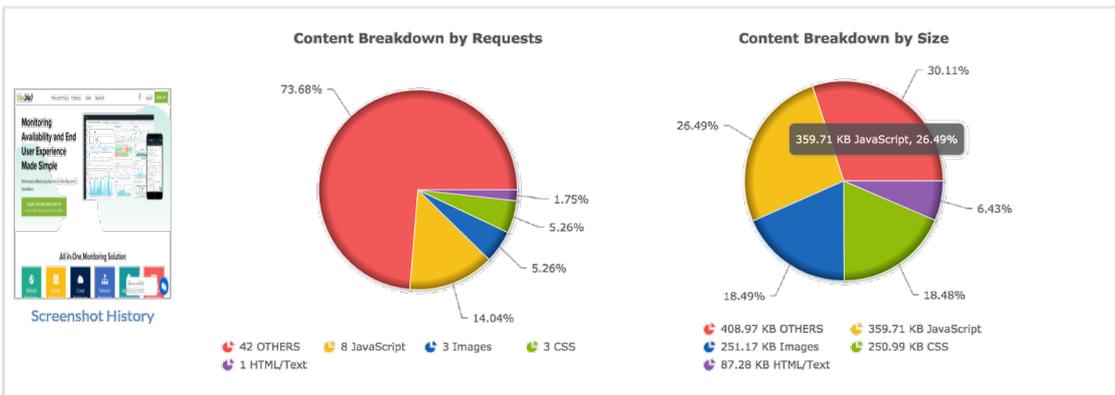


進階網站細部分析

- 協助提升網站瀏覽速度
- 提供最佳化建議

Webpage Summary

No. of Requests	Total Objects	Images	Java Scripts	CSS	Total page size
57	57	3 (251.17 KB)	8 (359.71 KB)	3 (250.99 KB)	1358.11 KB

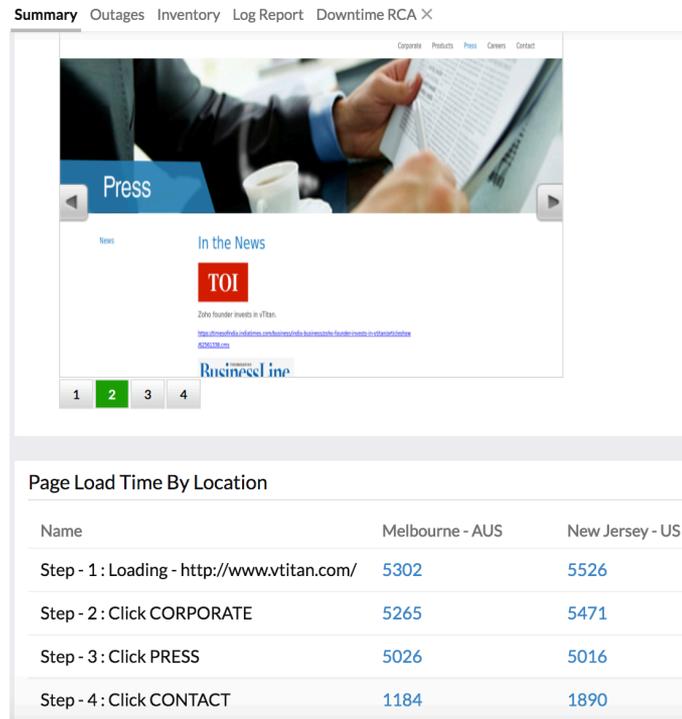


PageSpeed Score	Page Load Time
50	3,064 ms

Grade	Suggestion
B 87	Avoid bad requests
E 55	Avoid CSS @import
A 100	Defer parsing of JavaScript
D 67	Enable compression
A 100	Enable Keep-Alive
A 100	Inline Small CSS
F 0	Inline Small JavaScript
F 14	Leverage browser caching
A 100	Make landing page redirects cacheable
C 72	Minify CSS

甚至可以進階錄製網站點選步驟

- 結合Selenium網頁自動化測試
 - 錄製操作步驟
 - 透過實地瀏覽器重現
 - 觀察並監控
 - 重現複雜的線上交易



SSL憑證/域名租用 到期時間提醒

- 檢查憑證評分/到期時間告警
- 域名租用到期時間提醒

Monitor Name ▾	Grade	Days Left for Expiry ▾	Issue Date	Expiry Date
 SSL - test.com SSL/TLS Certificate 	-	-	-	-
 Nithin SSL/TLS Certificate 	B	492 day(s)	Nov 20, 2019	Nov 20, 2021
 SSL - www.site24x7.com SSL/TLS Certificate 	B	479 day(s)	Nov 7, 2019	Nov 7, 2021
 SSL - zcpl.greythr.com SSL/TLS Certificate <input data-bbox="413 801 529 819" type="text" value="Don't_Delete:..."/> 	A+	250 day(s)	Feb 22, 2018	Mar 23, 2021
 SSL - zylkertravels.zohosites.com SSL/TLS Certificate 	B	106 day(s)	Oct 30, 2018	Oct 30, 2020
 Training SSL  SSL/TLS Certificate <input data-bbox="413 958 529 976" type="text" value="Don't_Delete:..."/> 	B	478 day(s)	Nov 7, 2019	Nov 7, 2021

網站遭竄改?

- 監控下列網站資訊是否遭竄改

- 程式碼
- CSS錨點
- 圖片
- 超連結
- IFrame
- 內文

- 並記錄前後差異

Defacement Details --

Script Elements	
Original Value	Modified Value
<pre><script async="" src="https://creator.zoho.com/api/json/new-website-2020/view/All_Products?scope=creatorapi&privateLink=XHevsSeV8Fy3erBGVDx61eyyD0aRGCqbvJMPPrnCHqKhdwtM1C0Sx4kMY2Fnfa6BxOaY0hK6XTsvNd7dYUjKuD4h45RyN9FQBu2dk&zc_ownership=zohointranet&callback=jQuery111105680818615946919_1594892791382&_=1594892791383"/></pre>	<pre><script async="" src="https://creator.zoho.com/api/json/new-website-2020/view/All_Products?scope=creatorapi&privateLink=XHevsSeV8Fy3erBGVDx61eyyD0aRGCqbvJMPPrnCHqKhdwtM1C0Sx4kMY2Fnfa6BxOaY0hK6XTsvNd7dYUjKuD4h45RyN9FQBu2dk&zc_ownership=zohointranet&callback=jQuery111103478226759470999_1594970009117&_=1594970009118"/></pre>
<pre><script src="https://js.zohostatic.com/salesiq/Jul_16_2020_https/js/floatbutton.js"/></pre>	<pre><script src="https://js.zohocdn.com/salesiq/https/js/floatbutton_8a51714c40086e294070fdbcec52dd10_js"/></pre>
Link Elements	
Original Value	Modified Value
<pre><link href="https://css.zohostatic.com/salesiq/Jul_16_2020_https/styles/floatbutton.css" rel="stylesheet"/></pre>	<pre><link href="https://css.zohocdn.com/salesiq/https/styles/floatbutton_8464e00f8ddc9212d4fa323b7d5a3e90_css" rel="stylesheet"/></pre>

原始數值

遭竄改的數值

A person in a light blue shirt is sitting at a white desk, working on a laptop. The scene is dimly lit, with the person's face partially visible in profile. The background is a blurred office environment.

真實用戶監控

RUM

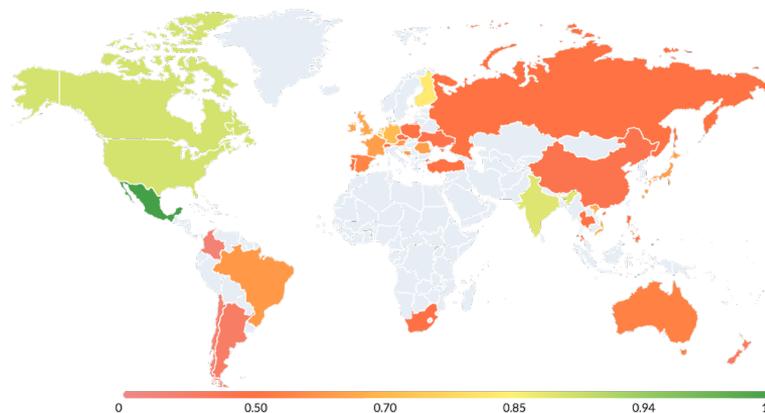
RUM真實用戶監控

- 置入Javascript到欲監控的網站
- 得知網站在全球的效能標準(APDEX)
- 可收集終端用戶相關資訊
 - 平均回應速度
 - Javascript錯誤
 - 所在區域
 - 使用裝置
 - 瀏覽器
 - ISP

Summary Report - World Wide

World USA Europe India Australia China

Apdex Response Time Pageviews Error CSV Playback



India	0.88
United States	0.89

RUM紀錄當下使用者體驗

Collection Time	ISP	Browser	Location	Device	Errors	Apdex Score	Total Response Time
Jul 16, 2020 19:26:57	RELIANCE JIO INFOCOMM LIMITED	Chrome	India	Desktop Windows	0	0.125	384.3 sec
Jul 8, 2020 22:23:40	RELIANCE JIO INFOCOMM LIMITED	Opera	India				
Jul 8, 2020 22:24:05	RELIANCE JIO INFOCOMM LIMITED	Opera	India				
Jul 7, 2020 22:07:11	BHARTI AIRTEL LTD.	FireFox	India				
Jul 15, 2020 5:37:54	SINGNET PTE LTD	Chrome	Singa				
Jul 13, 2020 23:02:55	BHARAT SANCHAR NIGAM LIMITED	Opera	India				
Jul 5, 2020 9:46:05	RELIANCE INFOCOM LTD.	FireFox	India				
Jul 6, 2020 21:51:44	RELIANCE JIO INFOCOMM LIMITED	FireFox	India				
Jul 14, 2020 20:07:48	RELIANCE JIO INFOCOMM LIMITED	Opera	India				
Jul 13, 2020 21:22:33	TATA COMMUNICATIONS LIMITED	FireFox	India				
Jul 15, 2020 20:40:18	RELIANCE JIO INFOCOMM LIMITED	Chrome	India				

/app/client

Page View Type	static
Total Response Time	39.7 sec
User Experience	Poor
Time Spent On Page	41.1 sec
Loading Time	39.7 sec
Viewing Time	1,392 ms

Start 7/14/20 12:22

12:22 Jul 14, 2020

Domain And Resources Info

Name	Type	Total Response Time
https://localjs.zohostatic.com/sit*x*/client/*newclient/jsfw/framework.js	script	35.5 sec
https://localjs.zohostatic.com/sit*x*/client/*newclient/modules/common/constants-co nf.js	script	35.4 sec
https://localjs.zohostatic.com/sit*x*/client/*FusionCharts/fusioncharts.js	script	14.6 sec

/app/client

Page View Type	static
Total Response Time	1,840 ms
User Experience	Good
Time Spent On Page	11.9 sec
Loading Time	1,840 ms
Viewing Time	10.1 sec

12:24 Jul 14, 2020

Domain And Resources Info

Name	Count	Avg. Resp. Time
localimg.zohostatic.com	1	121 ms
script.s.zohostatic.com	1	521 ms
localcss.zohostatic.com	5	145 ms
s247.localsite24x7.com	11	109 ms
localjs.zohostatic.com	11	114 ms

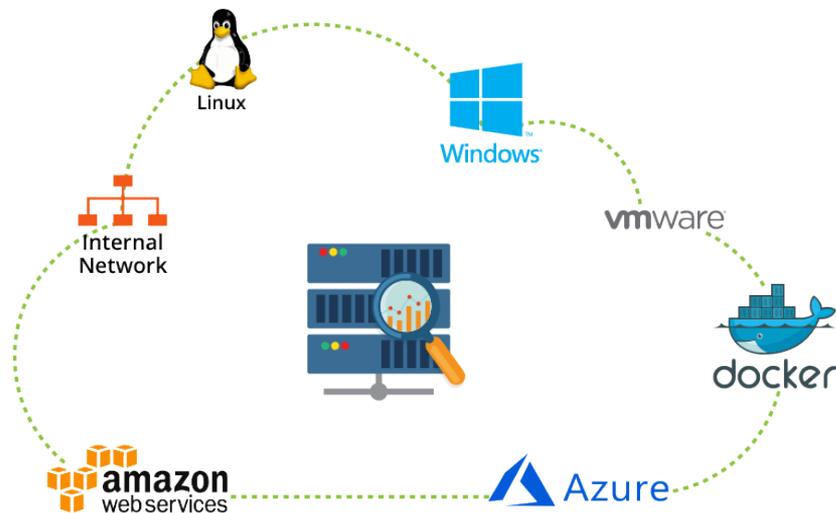
A person in a light blue shirt is sitting at a white desk, working on a laptop. The scene is dimly lit, with the person's face partially visible in profile. The background shows a blurred office environment with a window and some papers.

雲端監控

Cloud Monitoring

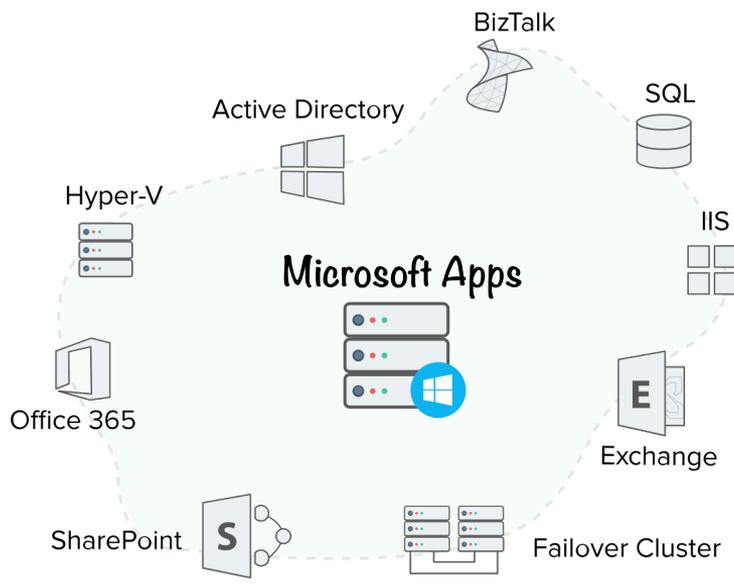
不只公有雲，私有雲也能監控

- 整合國際三大雲平台
 - AWS
 - Azure
 - Google Cloud Platform
- 深入了解運作狀況
 - 執行個體(Instance)
 - 容器(docker)
 - 服務/應用程式



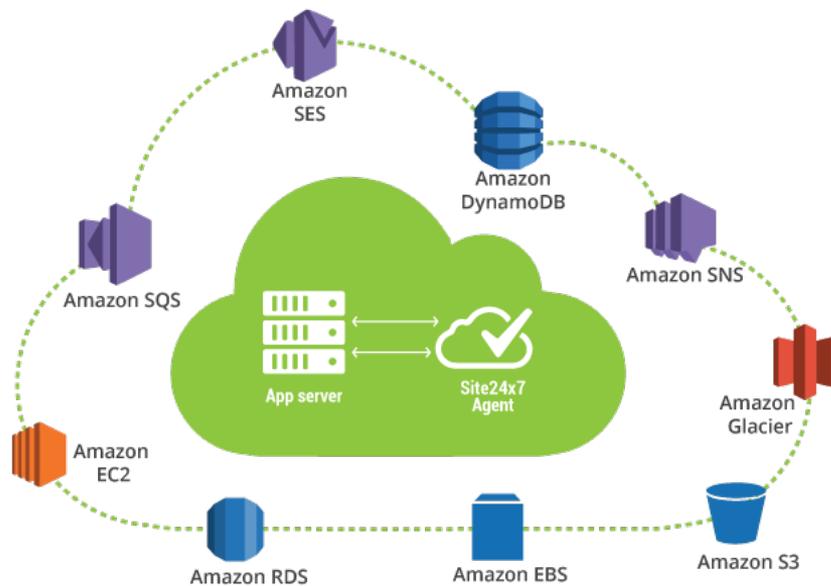
自動探索帳戶下所擁有的**Azure**服務

- 透過Azure認證的工具，幫助我們監控我們的資源與效能
 - SQL
 - IIS
 - Exchange
 - SharePoint
 - BizTalk
 - Active Directory
 - Failover Cluster
 - Hyper-V

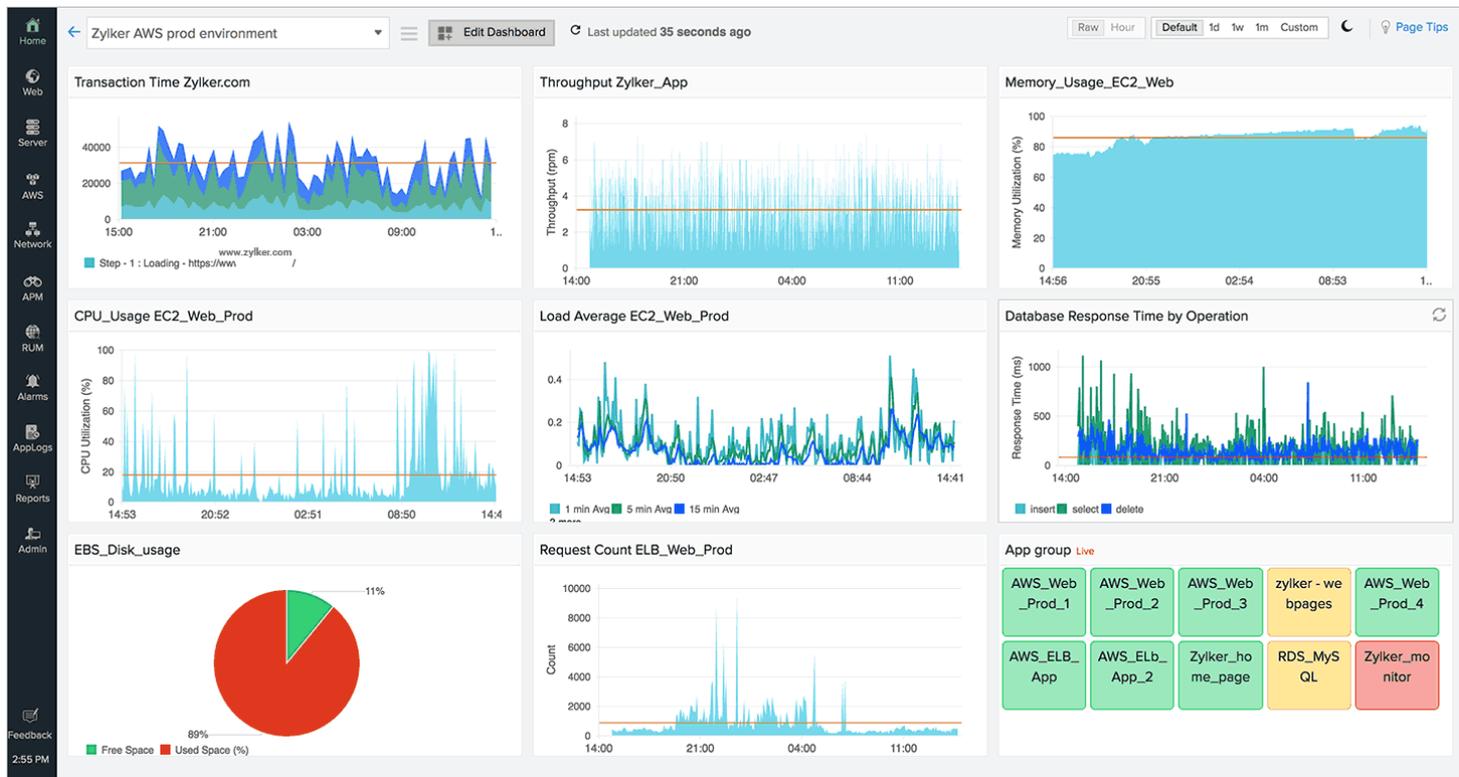


最佳AWS CloudWatch替代方案

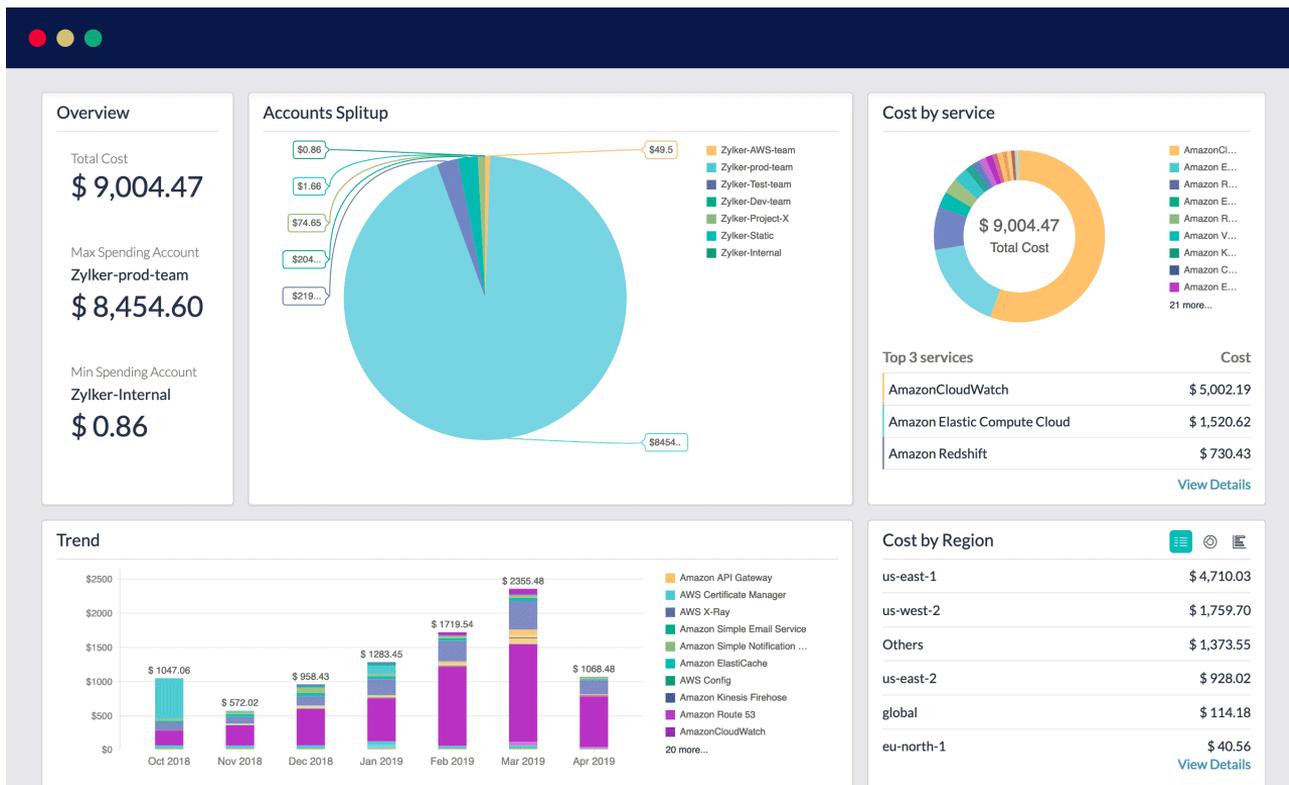
- 基準測試並分析其效能，榨出最佳化使用率。
 - EC2
 - EBS
 - ELB
 - RDS
 - DynamoDB
 - S3
 - ElastiCache
 - CloudFront
 - SNS
 - SQS



可自定義儀表板與報表

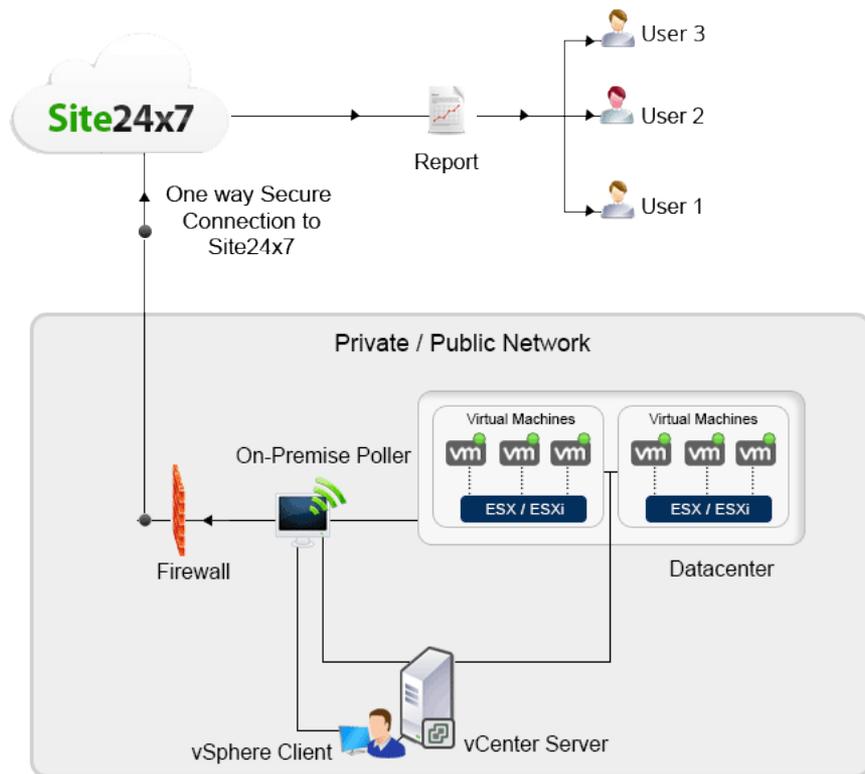


有效控制雲平台上的費用



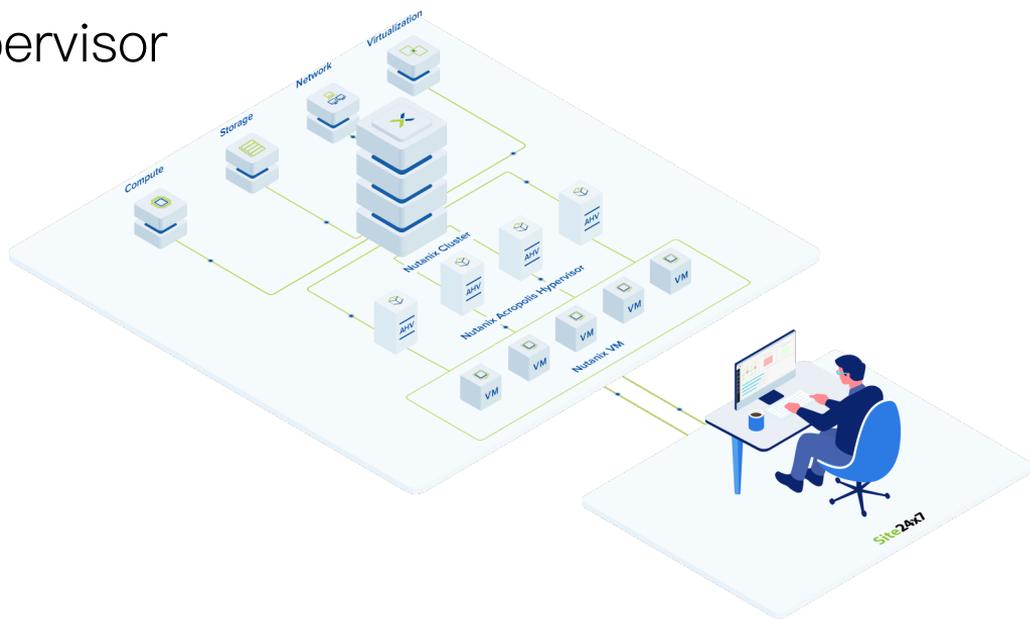
私有雲監控

- 透過vCenter API探索vSphere環境並定位所有虛擬資源，
- 為每個效能計數器設置單獨的閾值
- 監視虛擬環境的每個元素。



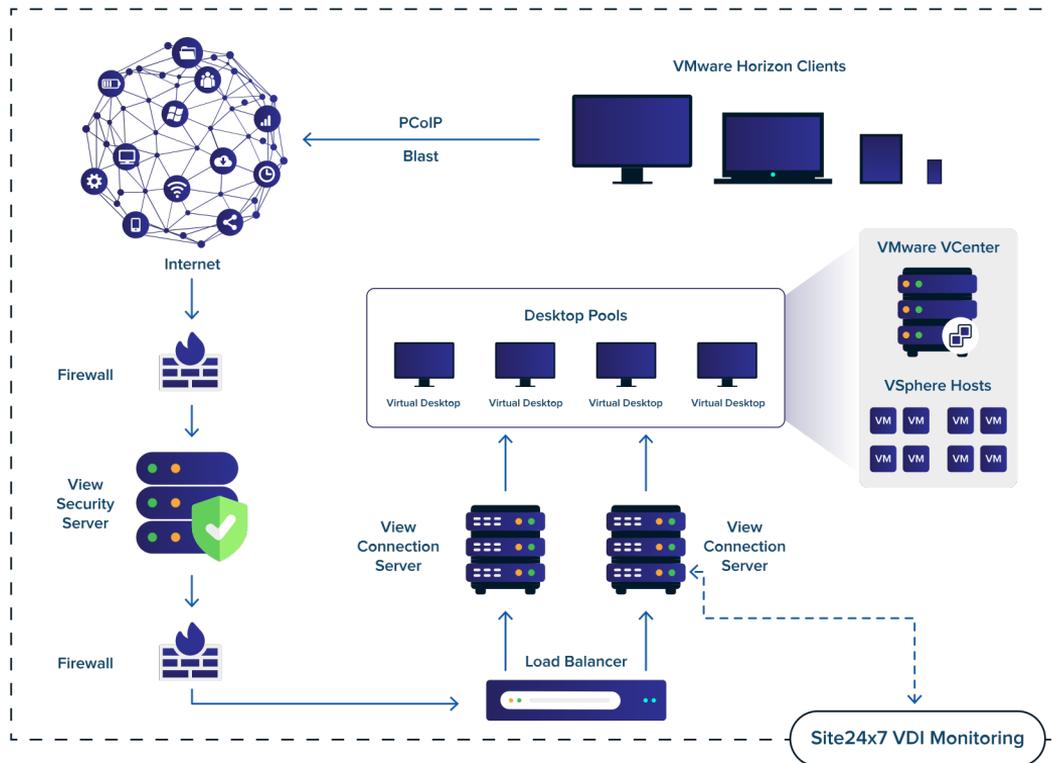
Nutanix 監控

- 使用不同的指標深入分析
 - Nutanix Acropolis Hypervisor
 - 控制器VM (CVM)
 - 儲存控制器
 - 容器
 - 充分了解複雜的環境。



VDI監控

- 監控桌面池的所有資源，提供終端用戶最好的使用者體驗。



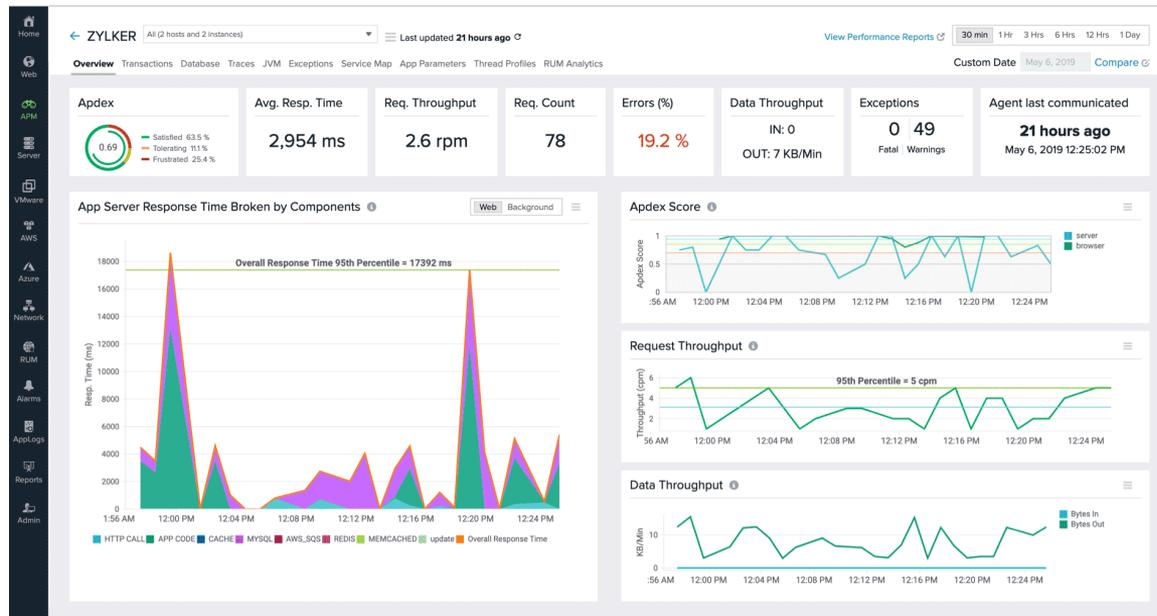
A person in a light blue shirt is leaning over a white desk, working on a laptop. The background is a whiteboard with some faint lines. The overall scene is dimly lit, with a blueish tint.

應用監控

APM

了解您的應用程式，增強使用者體驗

- .NET
- Java
- Ruby on Rails
- PHP
- Node.js



透過人工智慧與即時監控，幫助我們

94%

Reduction in response time.

96%

Reduced DB calls.

78%

Reduced calls to external components.

90%

Optimization in SQL queries.

90%

Reduced exceptions.

誰適用APM監控

- DevOps
 - 提供建議，使DevOps因應緊急情況下，快速執行決策。
- IT Admins
 - 透過告警與拓撲圖，快速判斷問題節點
- Operations
 - 運營團隊能夠根據AP歷史趨勢來確認需要精進的部分。
- Quality Assurance(QA)
 - 透過更版效能比較，輕鬆選擇前後版本。
- Developers
 - 提供模擬和解決問題所需的關鍵環境詳細資訊。

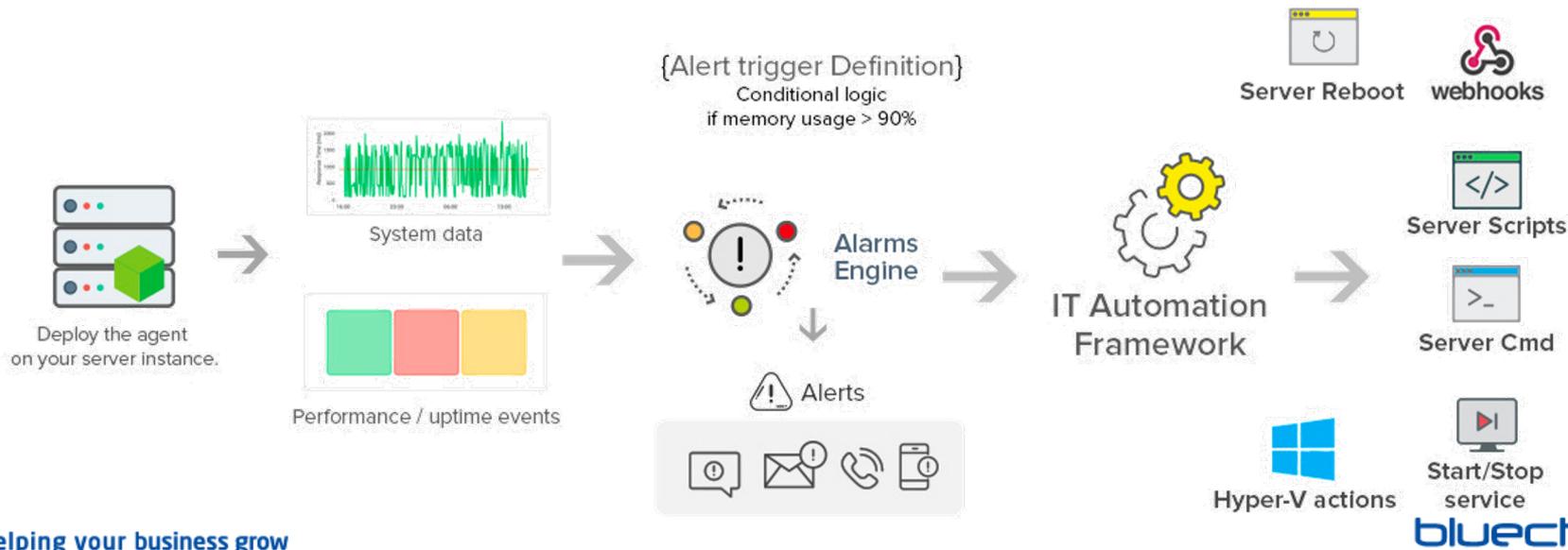
A person in a light blue shirt is sitting at a white desk, working on a laptop. The scene is dimly lit, with the person's face partially visible in profile. The background shows a blurred office environment with a window and some papers.

伺服器監控

Server Monitoring

不只監控，還要能自動化

- 當告警事件產生後，立即執行預設自動行為，
 - 如重開機、下指令、重啟服務等



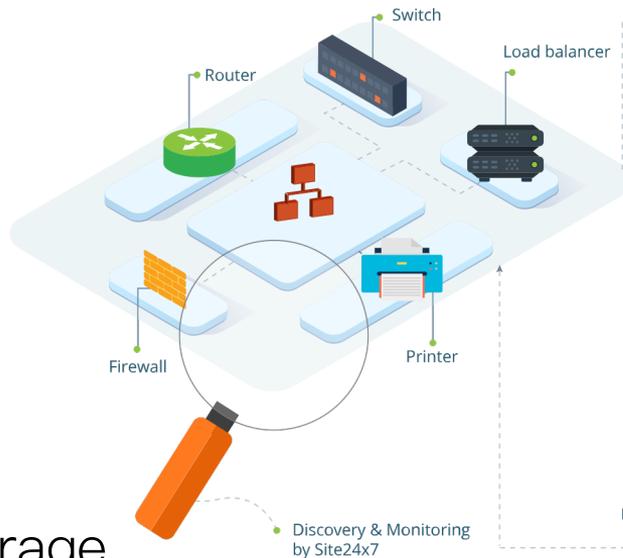
A person in a light blue shirt is sitting at a white desk, working on a laptop. The scene is dimly lit, with the person's face partially visible in profile. The background shows a blurred office environment with a window and some papers.

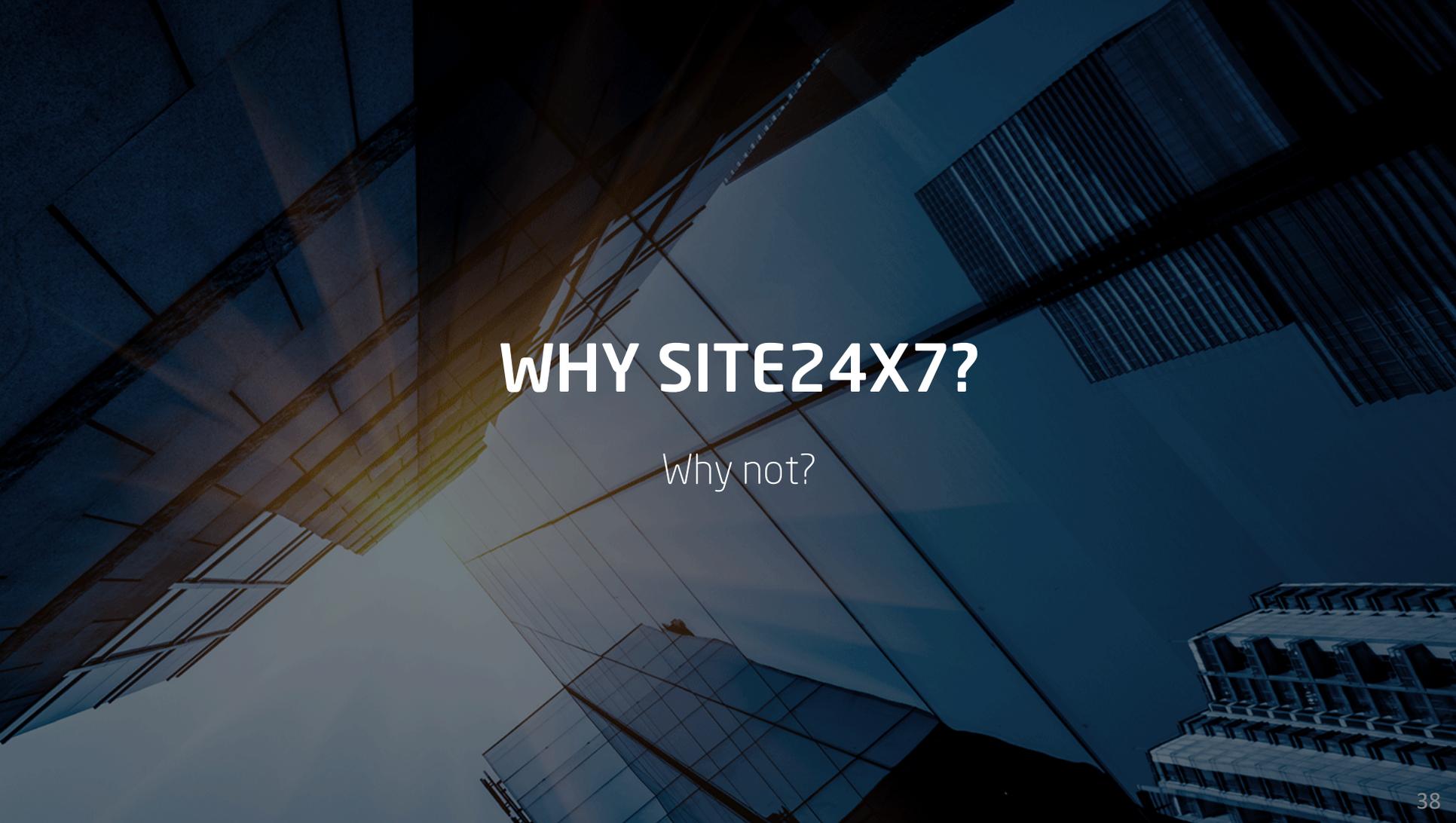
網路監控

Network Monitoring

網路設備監控

- 支援SNMP協定之網路設備即可支援：
 - Router
 - Switch
 - Firewall
 - Wireless
 - Load Balancer
 - VPN
 - WAN Optimizer
 - UPS/Printer/Storage



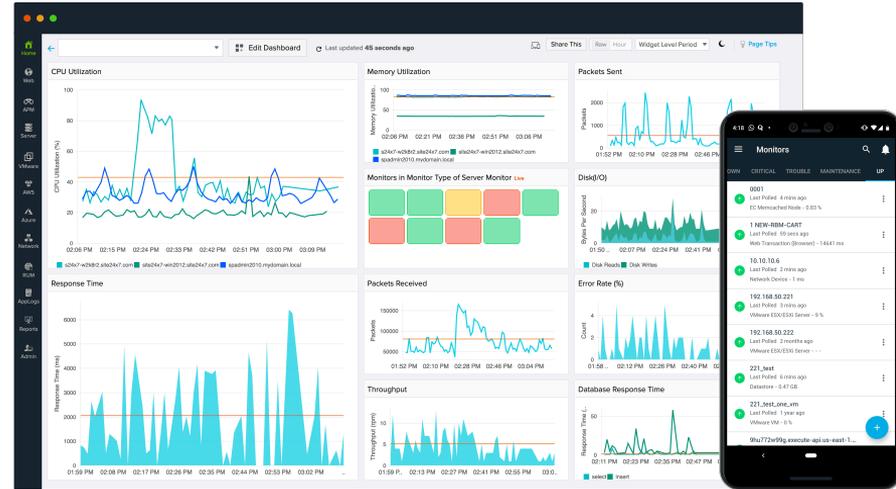


WHY SITE24X7?

Why not?

計費模式

- 最低每月 **NTD295** 起！ 包含
 - 10 Websites/Servers
 - 1 Synthetic Web Transaction
 - 3 Status Pages in StatusIQ
 - 5 Network Interfaces
 - 500 MB Logs
 - 100K RUM Pageviews & 1 site



連續八年入選
Gartner's
Application
Performance
Monitoring.
魔術象限



全球優質客戶指定採用



Juniper
NETWORKS



ENDURANCE
International Group



SAP



GoDaddy



vmware®

gettyimages®

GROUPON

Reliance

選擇Site24x7

- 可自建節點，融合至整體監控系統
- 多樣獨特監控功能，滿足各種需求
- 極具競爭力的價格

為你呈現

ManageEngine

Introducing ManageEngine

全方位IT管理解決方案

- IT整合管理
 - 提供 90 多種，價格合理，滿足您的所有 IT 管理需求之產品。
- IT簡化管理
 - 易於下載、安裝、設定和部署，無需第三方支援服務或幫助。
- IT實惠管理
 - 更高的價格並不始終意味著更好的產品

180,000+

家全球企業

9/10

財富 100 強公司

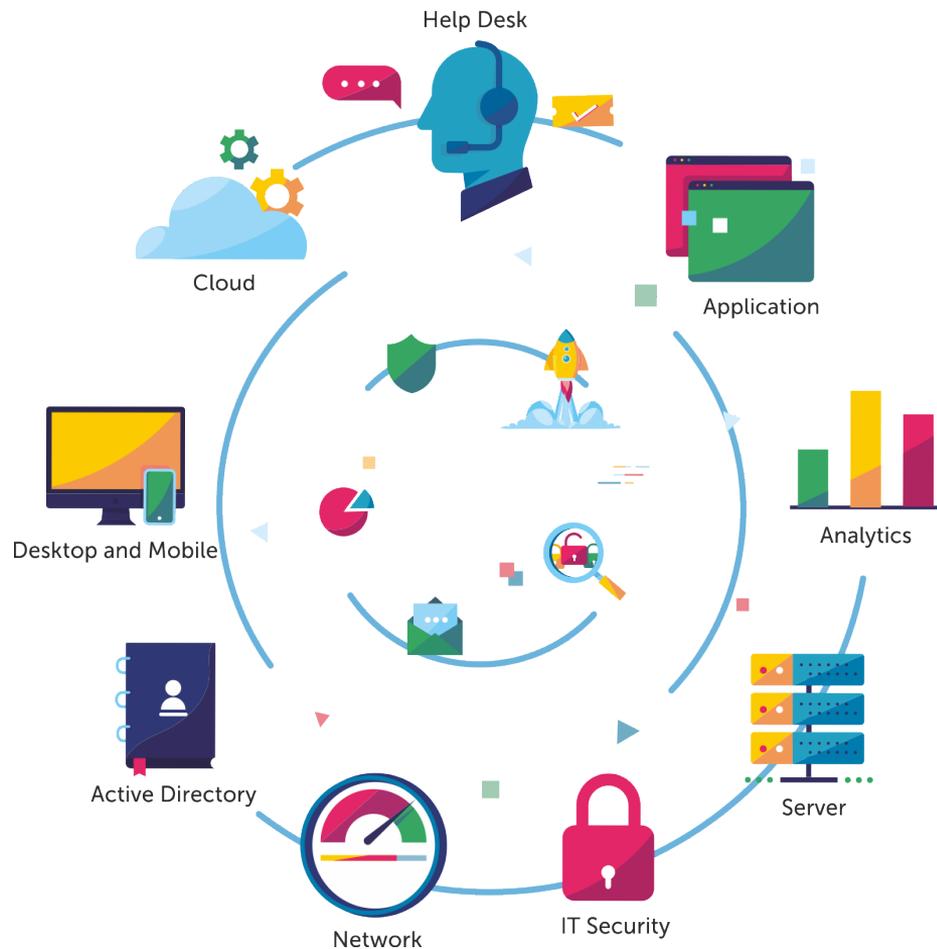
3,000,000+

管理者

..信任 ManageEngine 來管理其 IT。

ManageEngine 協助您

- ITIL整合式資產和服務管理
- 更有效的管理雲平台
- 比讓微軟更實用的AD管理
- 大量末端設備
- 複雜的基礎設施
- 符合資安需求的稽核
- 可滿足所有IT管理需求





WHO can help?

IT'S Manage ME Engine



找Kerry吧

Email: kerryc@bcit.com.tw



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bluechip 與您的企業一起成長

- 總部位於澳洲雪梨，與其他據點
 - 墨爾本
 - 布里斯本
 - 阿得雷德
 - 伯斯
 - 台北
- 超過101名員工，提供您最佳服務
- 2020上半年營收突破14億台幣(71M AUD)

THANK YOU

Any Questions?

Or

Contact Kerry