

Mobile Systems Intelligence Technology Comparison

Three technologies are often confused with the software behind Mobile Systems Intelligence (MSI). All are complementary and not competitive.

A combination of these tools does not equal MSI because MSI is a participant in the data transfer between mobile user and backend. This allows for powerful visibility into each mobile user's point of view and why they are experiencing good or poor performance.

Application Monitors

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

Designed for monitoring latency in the host/back end application.

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.*
- *Biased to application.*

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

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.*
- *Packet capture and wire sniffing are one-time use and require onsite efforts.*
- *Biased to network.*

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 computer.

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

1. Delivers actionable analysis of real-time data to improve mobile user performance.
2. Trackable metrics inform IT leadership for intelligent decision making around resource allocation.
3. No agents or monitoring ports. Secure and fault tolerant architecture.
4. Automated, remote data capture and analysis, with no IT training required.

