



#MM15CH

Meet Magento®

Switzerland 23.10.2015



Business metrics 4 everyone

Ray Bogman, SupportDesk B.V.

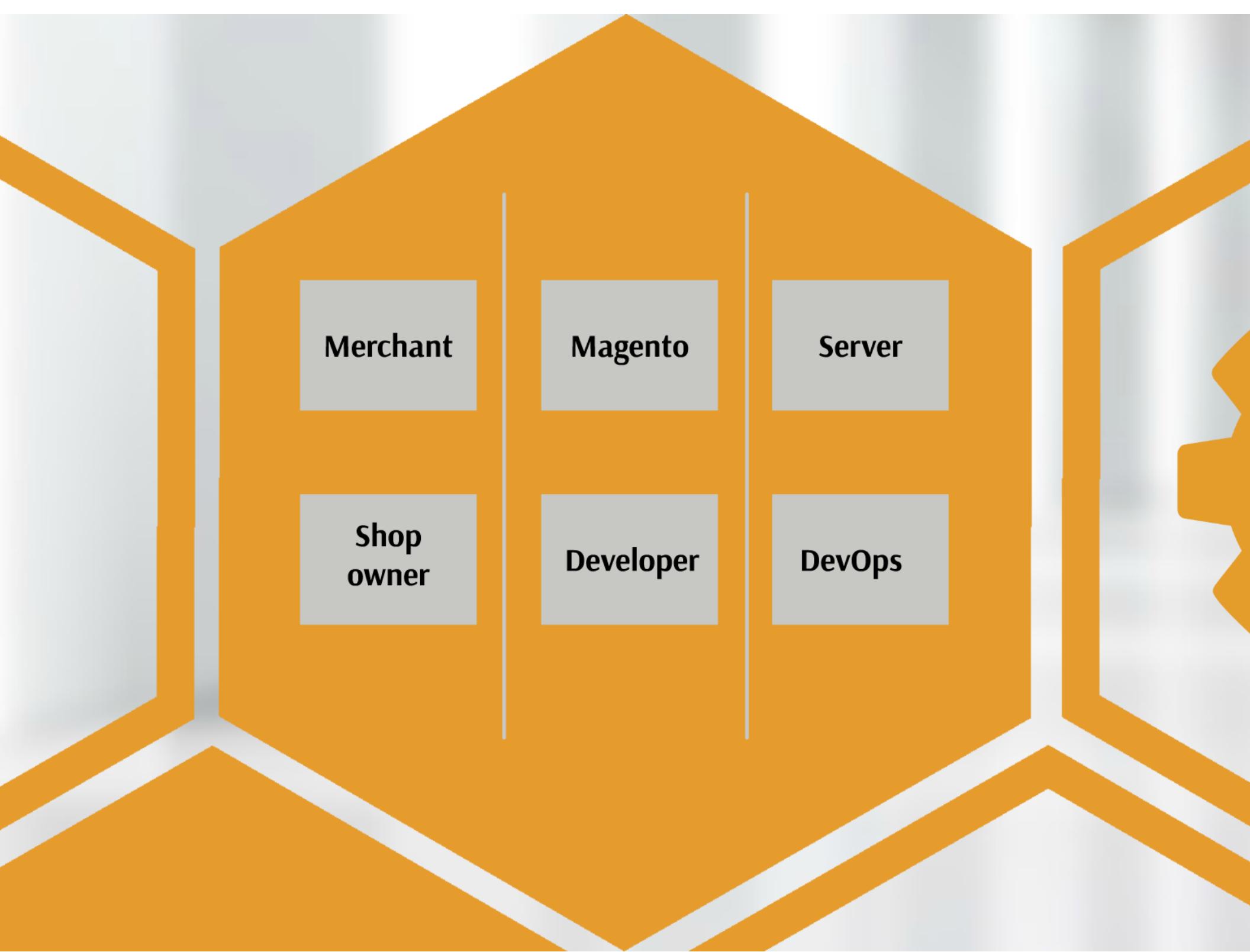
Organized by



Swiss
Online Group AG







Merchant

**Shop
owner**

Magento

Developer

Server

DevOps

Shop Owner

- Realtime insights
- Daily/weekly/monthly reporting(KPI's, high level)
- Error reporting realtime
- KPI's on most viewed pages



Developer

- PHP insights/profile/traces
- Realtime alerts
- API calls, database queries monitoring
- Redis/Memcached monitoring
- Create custom triggers
- Stale vs. Deadlock
- CPU/Memory/Latency etc... insights

DevOps

- CPU/Disk/Network insights, realtime
- Alerts Thresholds CPU/Disk/Network
- Apache/Nginx,Redis,MySQL monitoring

It's cool that
the bigger
is the more interesting

Shop Owner

- Realtime insights
- Daily/weekly/monthly reporting(KPI's, high level)
- Error reporting realtime
- KPI's on most viewed pages



Developer

- PHP insights/profile/trace
- Realtime alerts
- DB insight/slow queries monitoring
- Redis/PHP/Opcache monitoring
- Create custom triggers
- Mobile vs. Desktop
- DOM/CSSDOM/Latency etc... insights

DevOps

- CPU/Disk/Network insights realtime
- Alerts Thresholds CPU/Disk/Network
- Apache/Nginx/Redis/MySQL monitoring



Keep in mind that
the shopper
is the only one suffering



DevOps

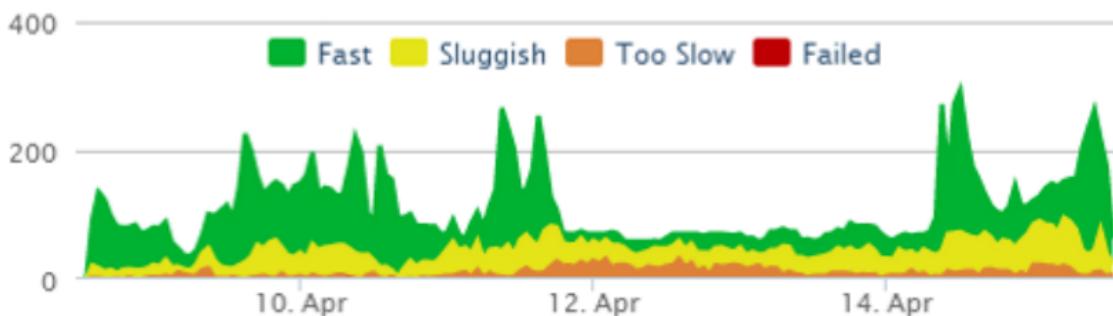


Performance Graphs

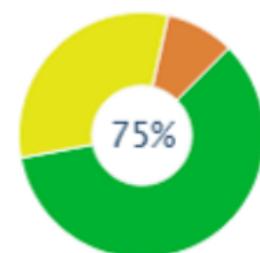
Performance for OpsManager Dashboard: HeartBeat.Index

Last Week

User Satisfaction (Requests per minute)



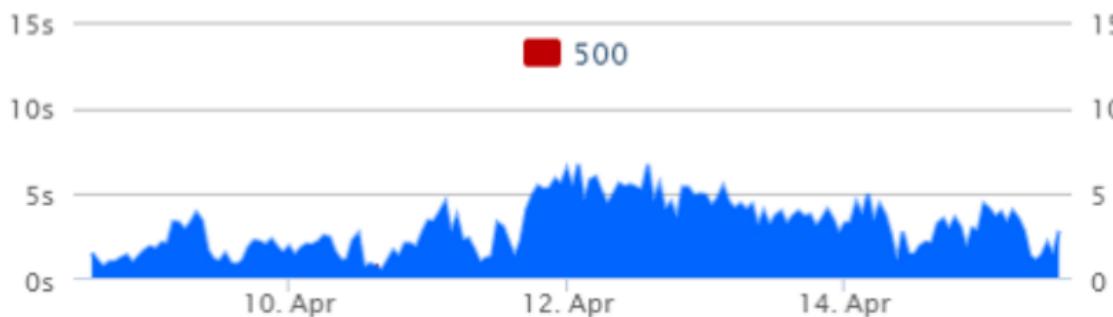
Satisfaction Score



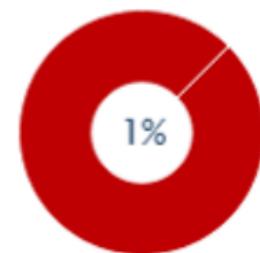
Speed

Fast	11,078
Sluggish	5,838
Too Slow	1,675
Failed	2

Avg Load Time and Errors



Error Rate & Status Codes



Status Code

500
2.0

Last Error

4 days ago

No error type: None
None

S1

4 days

CryptographicException: Error occurred during a cryptographic operation.
System.Web.Security.Cryptography.HomogenizingCryptoServiceWrapper.HomogenizeErrors(System.Func`2[System.Byte[],System.E

S1

← → ↺

Your Server



Overview Metrics Snapshot Alerting Plugins

Last 30 minutes 15 Aug 2014, 12:09 to 15 Aug 2014, 12:39

Status as of 2014-08-15 12:38:08 (53s ago)

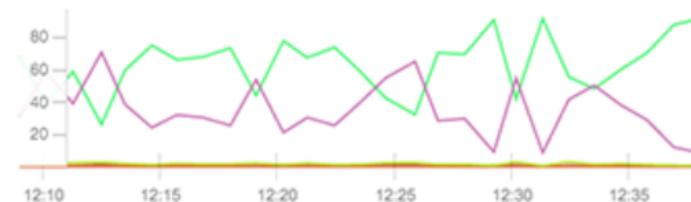
LOAD AVERAGE ☀

Latest: 6.35



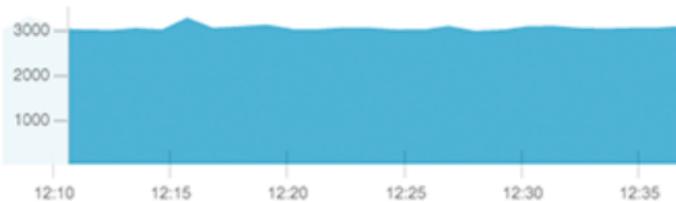
CPU USAGE ☀

Latest: 0% Latest: 13%



MEMORY USAGE 🛡

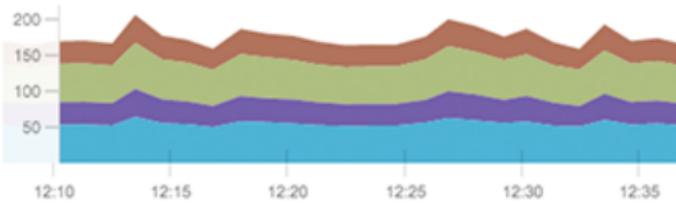
Latest: 3,091MB



DISK I/O 💾



NETWORK TRAFFIC 💬



DISK USAGE 💾



Latest MEMORY USAGE

Physical of which cached	3,091MB 721MB
Swap	0MB
Total	3,091MB

Latest NETWORK TRAFFIC (Mb/s)

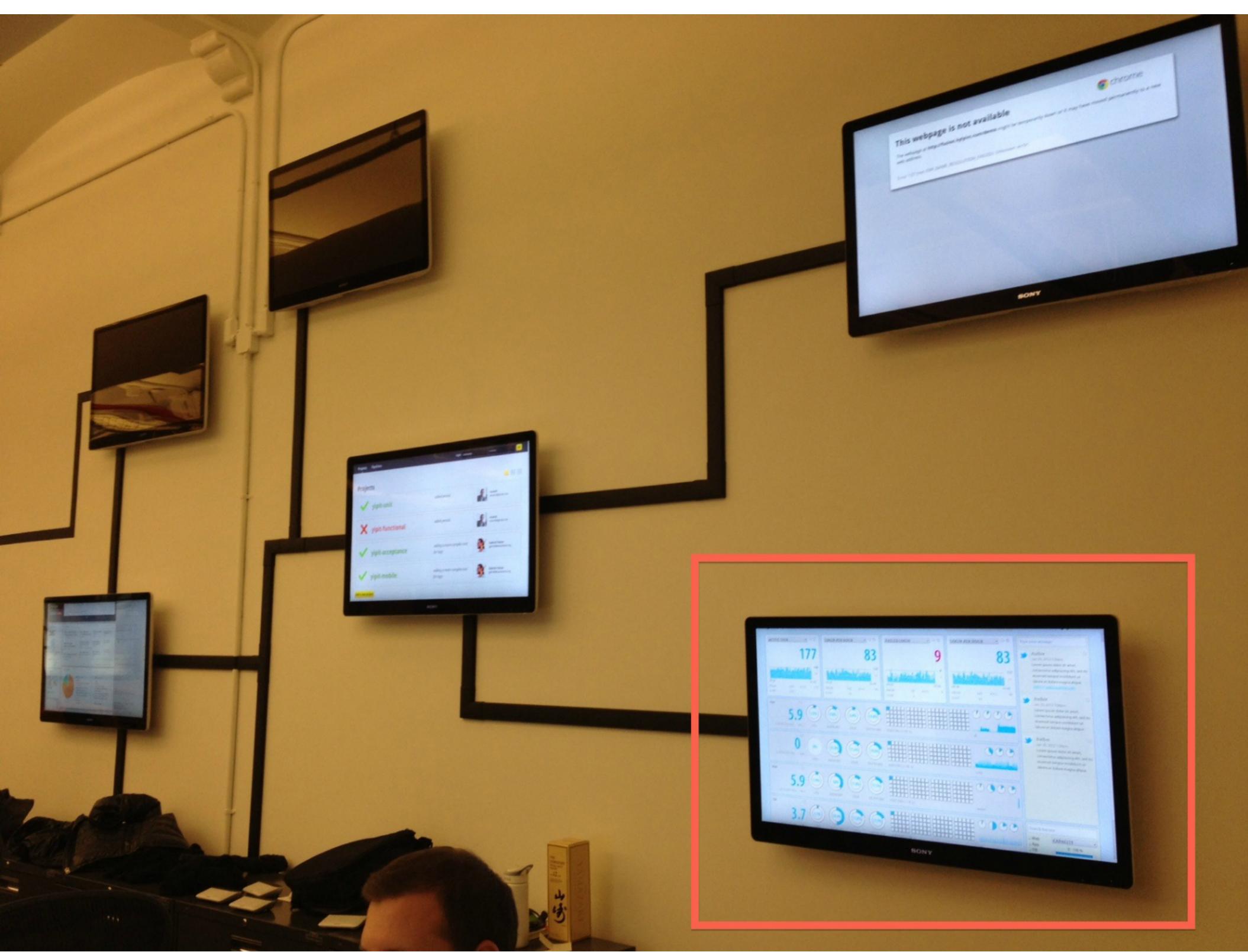
Interface	Sent	Received	Total
bond0	29.71	52.69	82.40
bond1	0.05	0.01	0.06
lo	0.00	0.00	0.01
eth3	0.00	0.00	0.00
eth2	0.00	0.00	0.00
eth1	0.05	0.01	0.06
eth0	29.71	52.69	82.40

Latest DISK I/O UTILIZATION

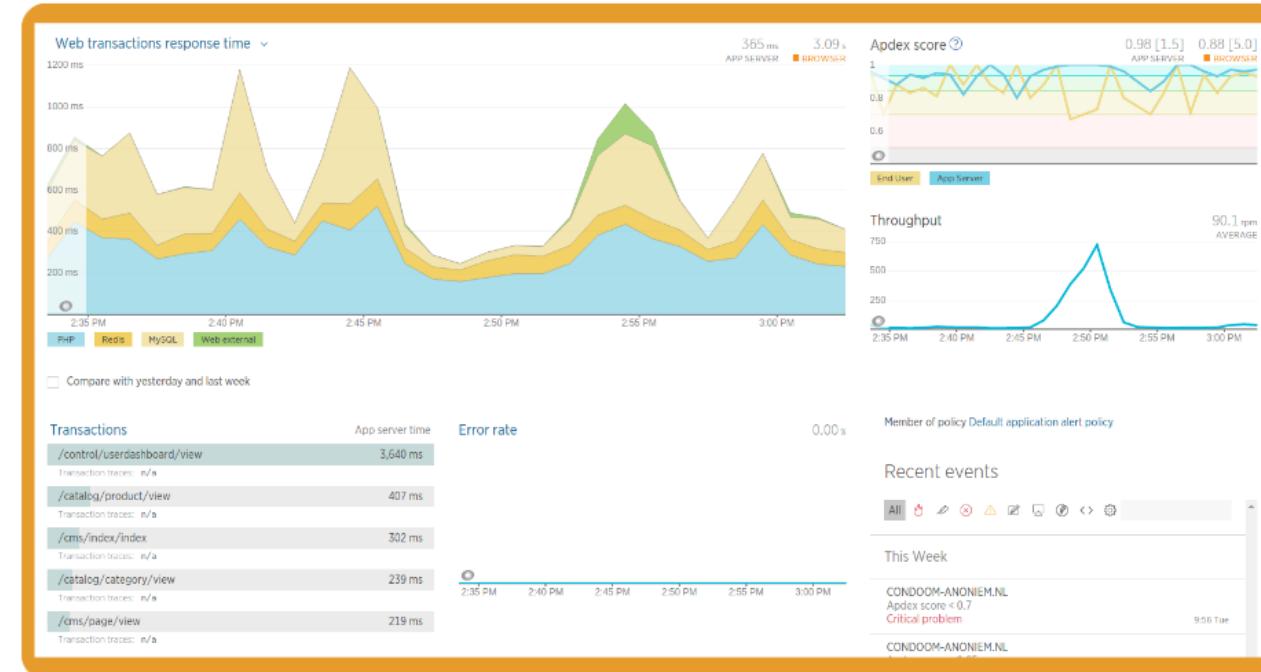
sda	0%
-----	----

Latest DISK USAGE

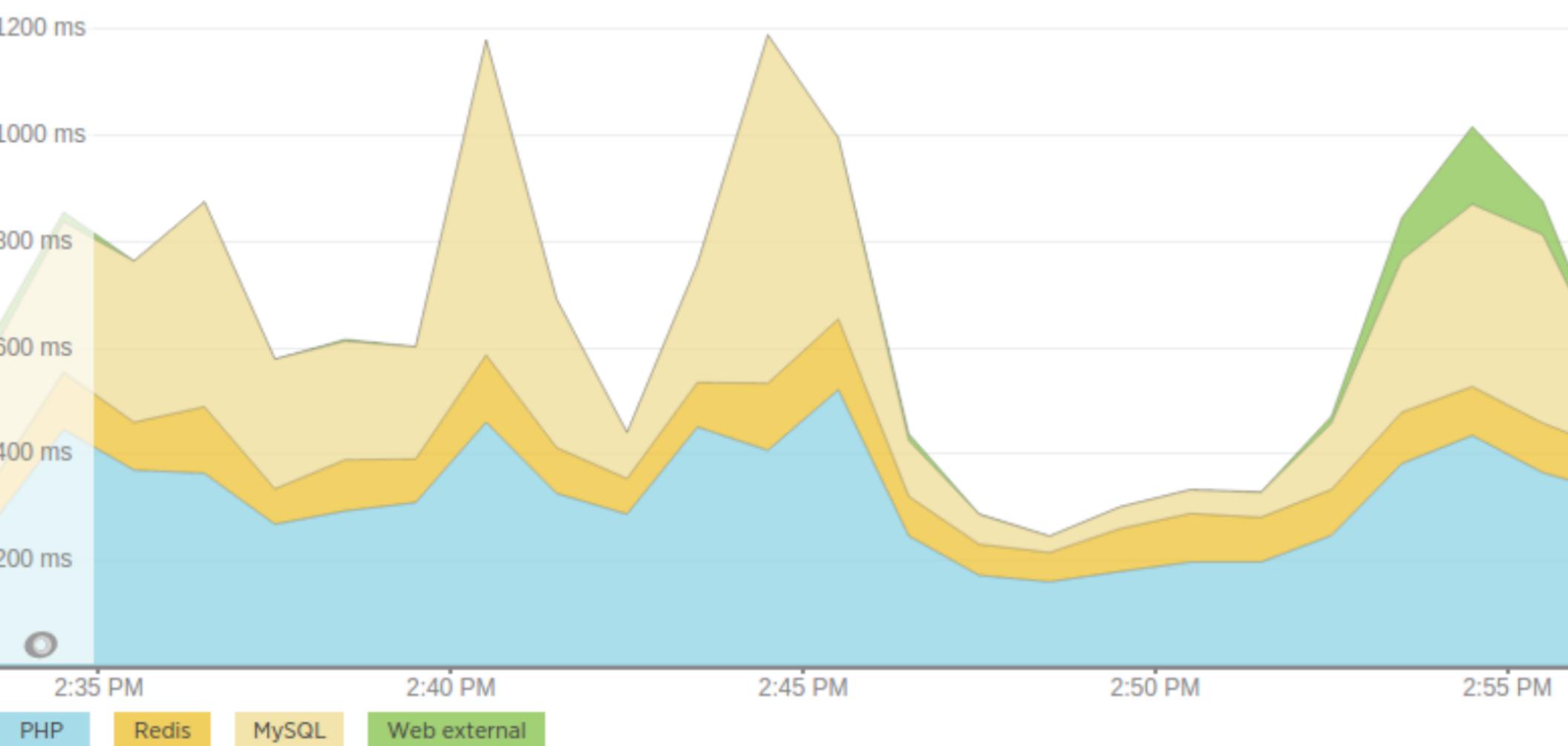
/var	59%
/boot	29%
/	23%



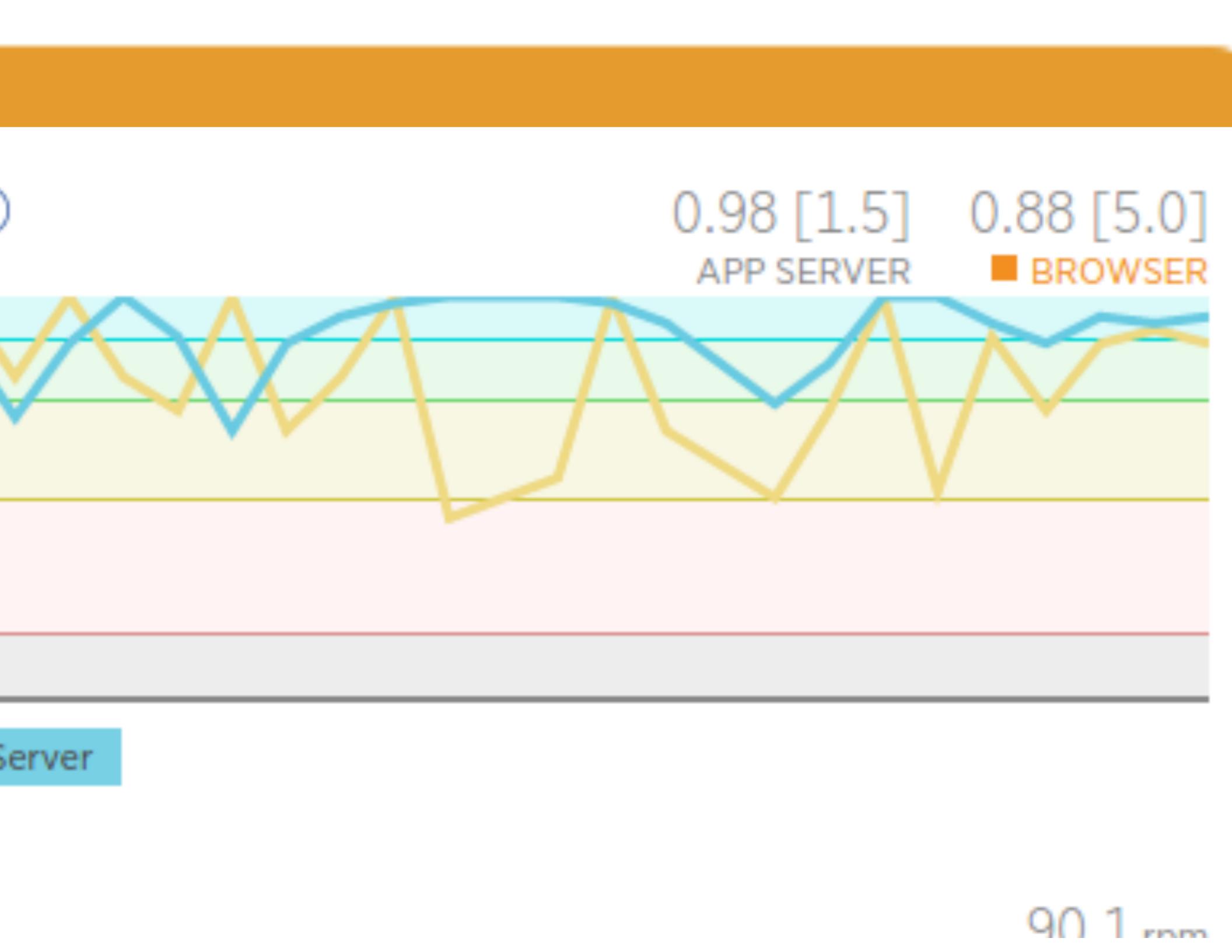
Developer



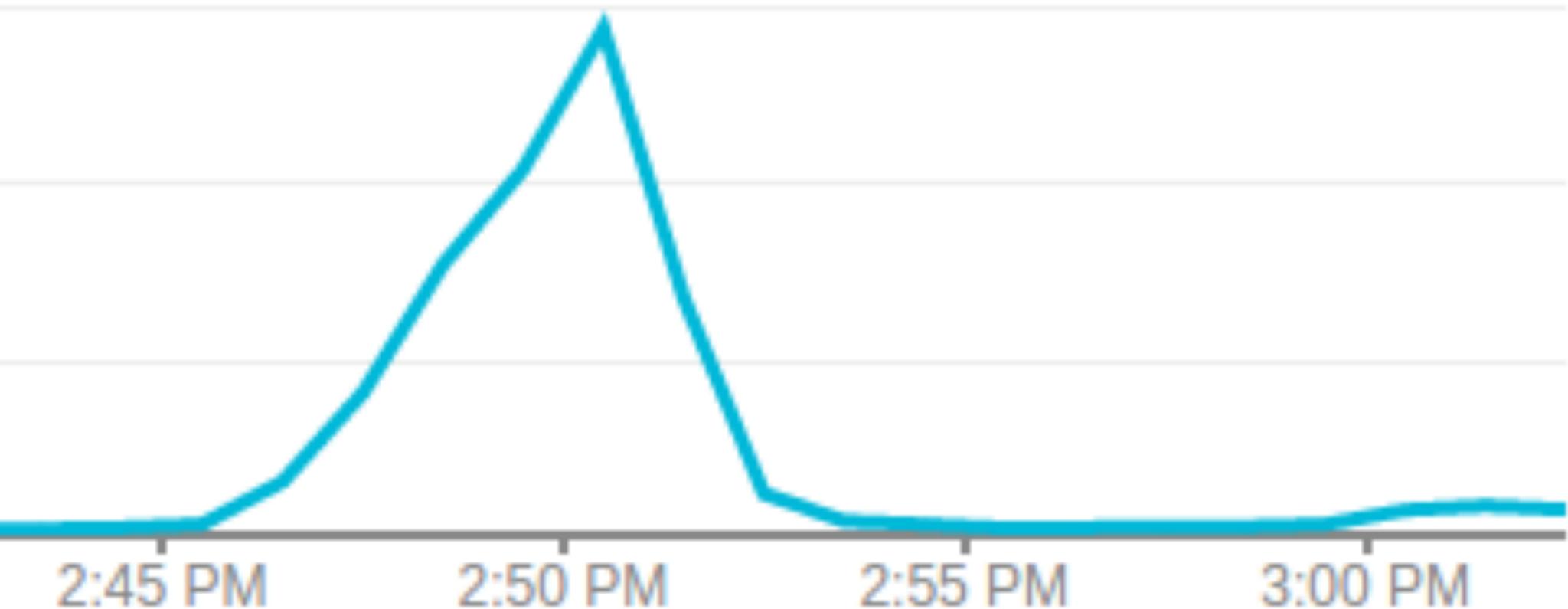
Web transactions response time



Compare with yesterday and last week



90.1 rpm
AVERAGE



Compare with yesterday and last week

Transactions

App server time

/control/userdashboard/view	3,640 ms
-----------------------------	----------

Transaction traces: n/a

/catalog/product/view	407 ms
-----------------------	--------

Transaction traces: n/a

/cms/index/index	302 ms
------------------	--------

Transaction traces: n/a

/catalog/category/view	239 ms
------------------------	--------

Transaction traces: n/a

/cms/page/view	219 ms
----------------	--------

Transaction traces: n/a

Shop Owner

What metrics does
the Shop owner get?



Get in Control



Sales overview

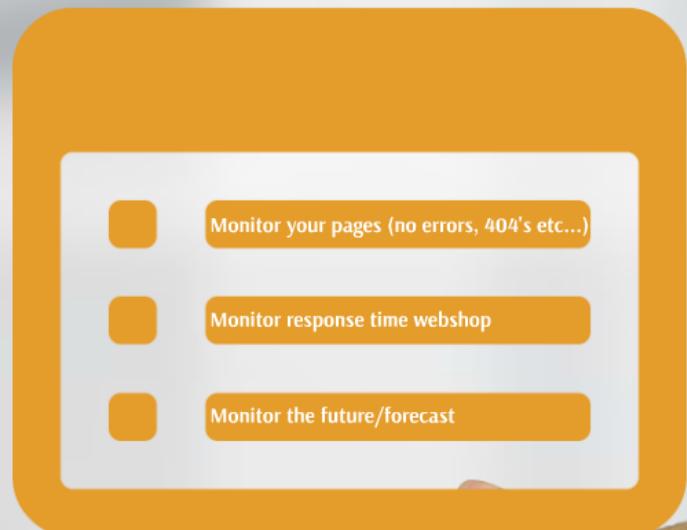


Most Popular pages
Worst viewed pages

Loadtimes

User Experience

Checklist





Monitor your pages (no errors, 404's etc...)

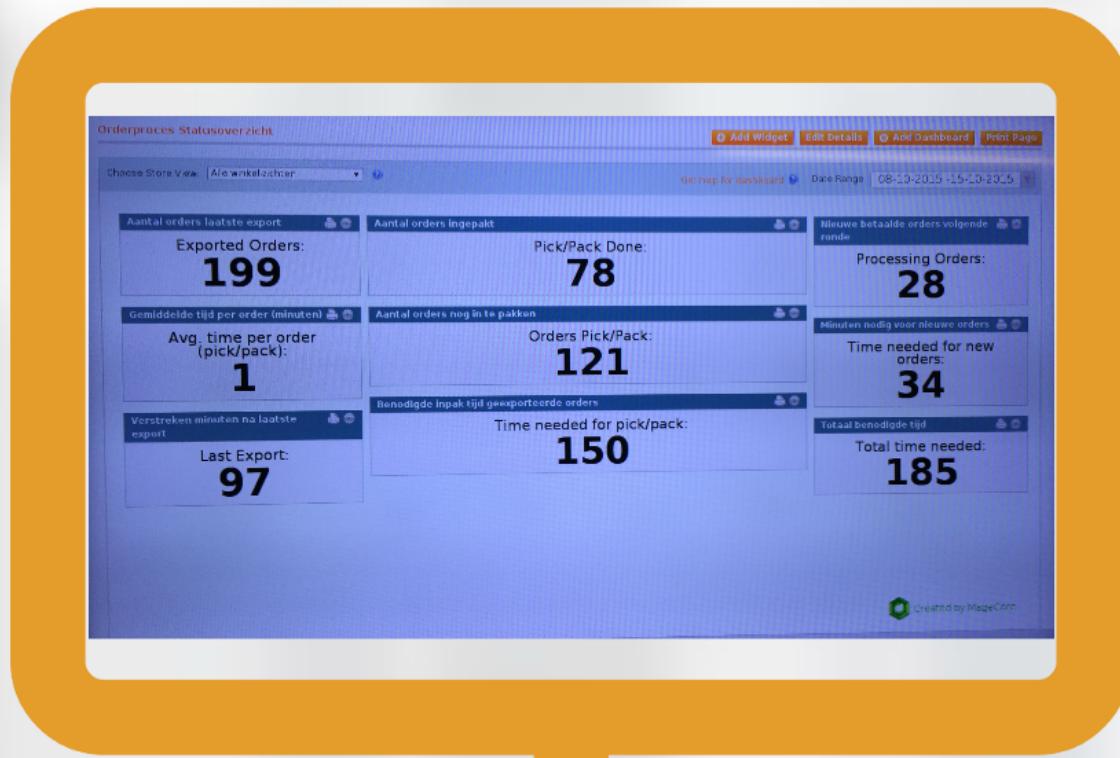


Monitor response time webshop



Monitor the future/forecast

Case: Condoom-Anoniem



Orderproces Statusoverzicht

[+ Add Widget](#)[Edit Details](#)[+ Add Dashboard](#)[Print Page](#)

Choose Store View: Alle winkel-zichten

[Get help for dashboard](#)

Date Range

08-10-2015 -15-10-2015

Aantal orders laatste export



Exported Orders:

199

Gemiddelde tijd per order (minuten)

Avg. time per order
(pick/pack):**1**

Verstreken minuten na laatste export



Last Export:

97

Aantal orders ingepakt



Pick/Pack Done:

78

Aantal orders nog in te pakken



Orders Pick/Pack:

121

Benodigde inpak tijd geexporteerde orders



Time needed for pick/pack:

150

Nieuwe betaalde orders volgende ronde

Processing Orders:

28

Minuten nodig voor nieuwe orders

Time needed for new orders:

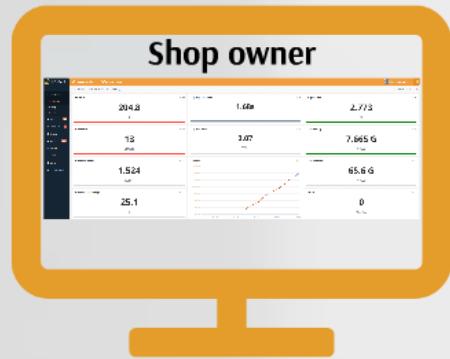
34

Totaal benodigde tijd

Total time needed:

185

Created by MageCore



Shop owner



Developer



DevOps

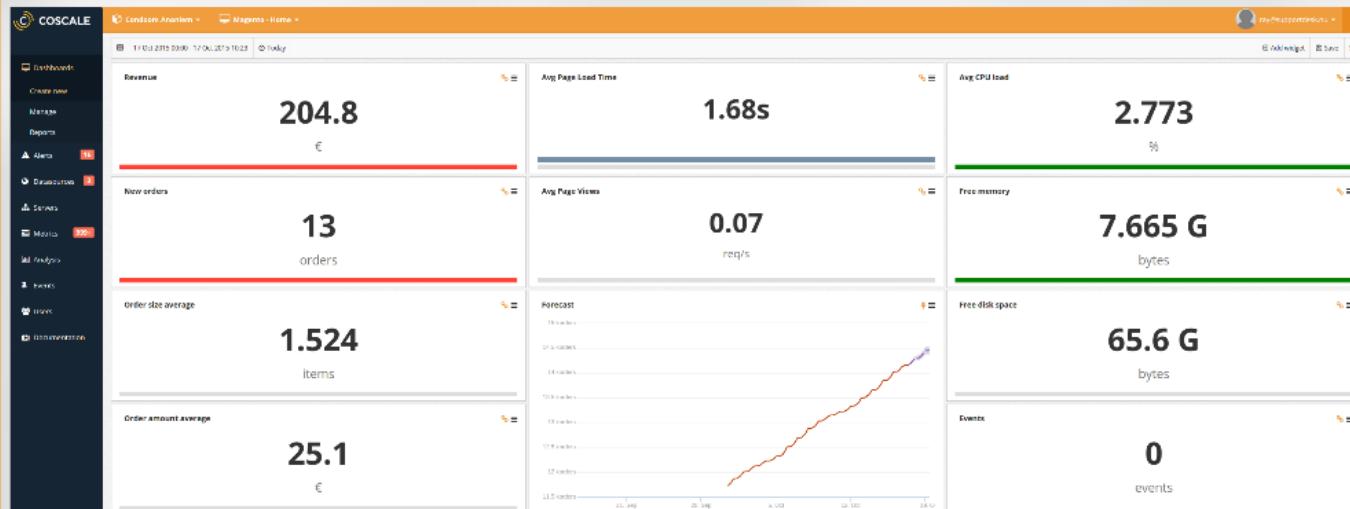


COSCALE

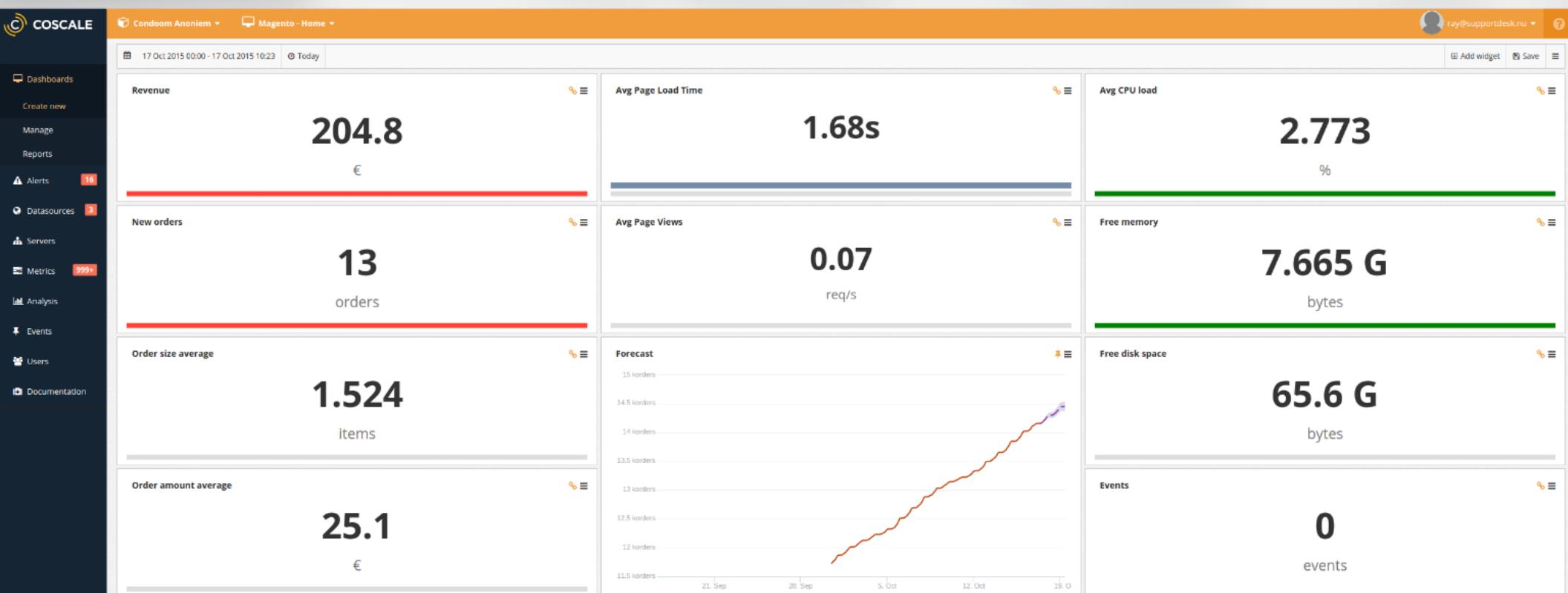


SupportDesk

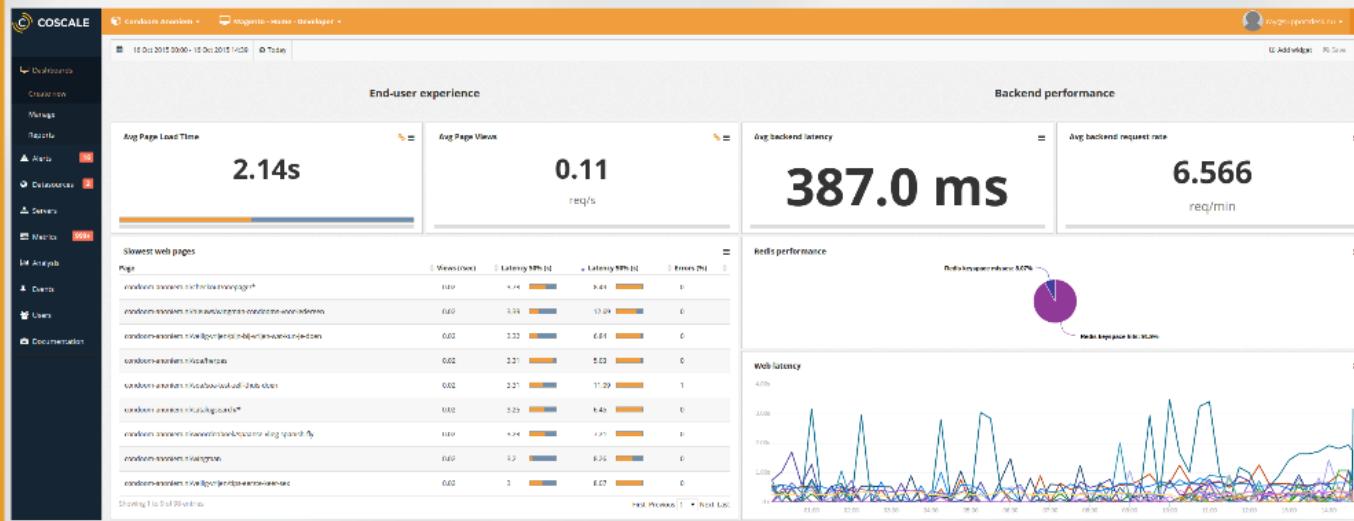
Shop owner



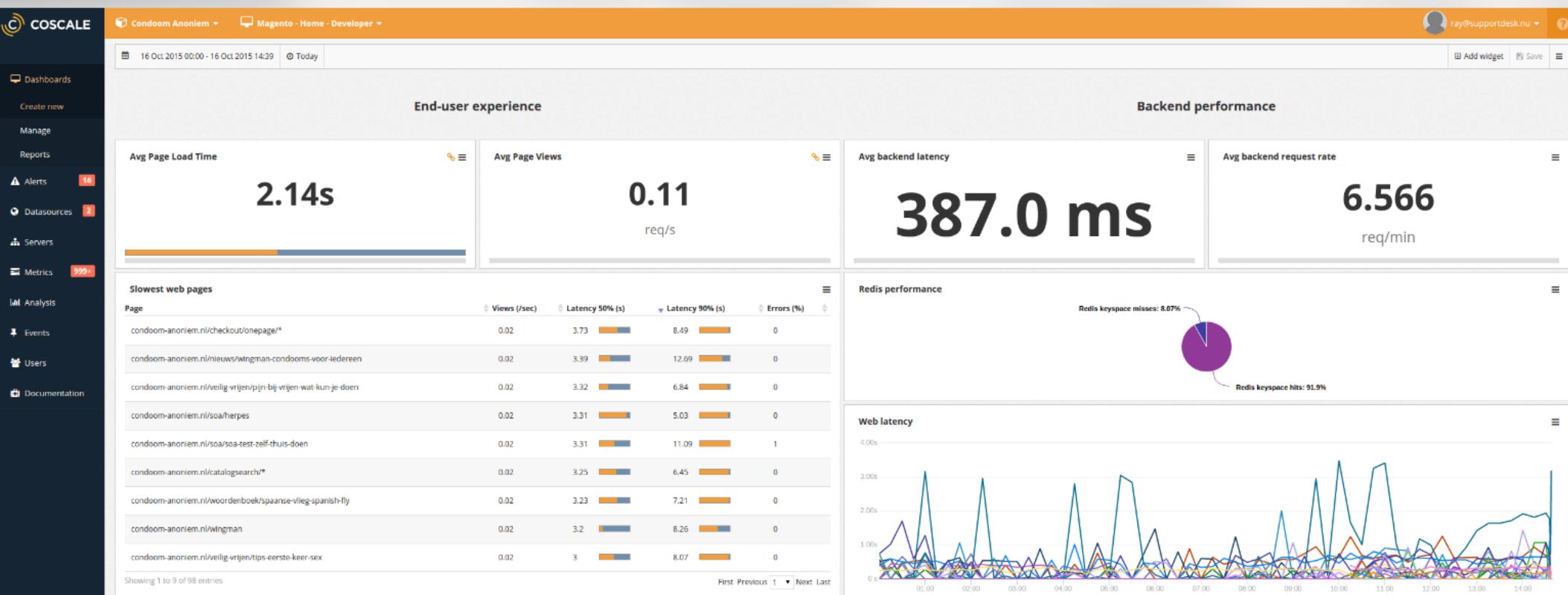
Shop owner



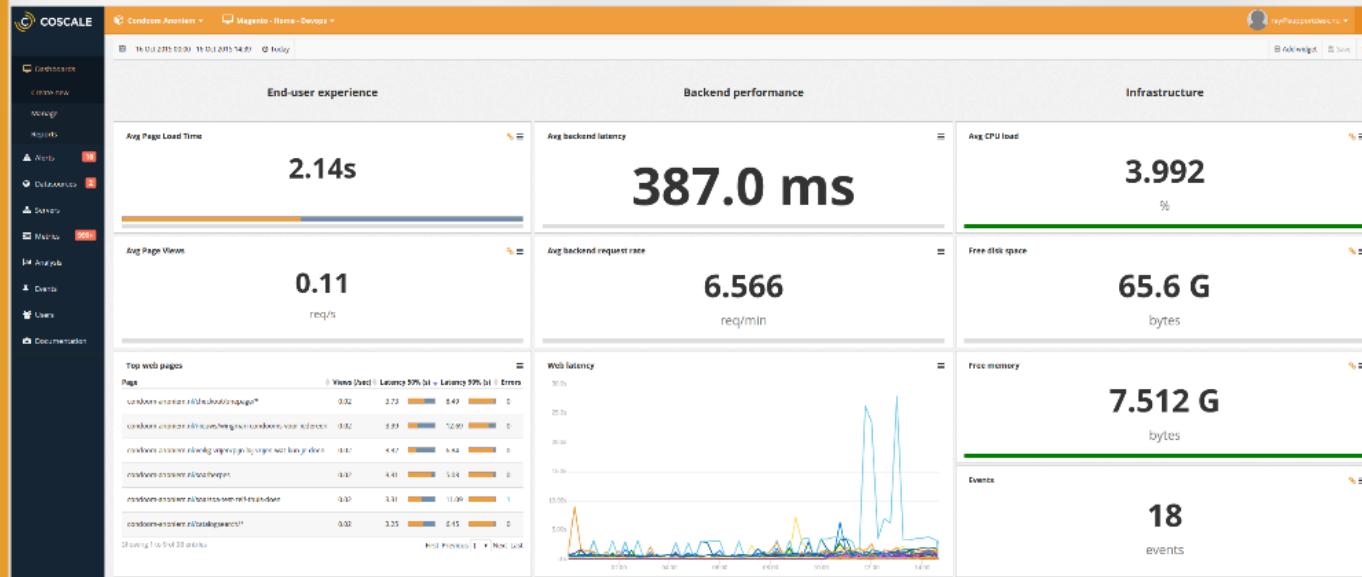
Developer



Developer



DevOps



DevOps

COSCALE

Condom Anoniem - Magento - Home - Devops

16 Oct 2015 00:00 - 16 Oct 2015 14:39 Today Add widget Save

End-user experience

Avg Page Load Time **2.14s**

Avg Page Views **0.11** req/s

Backend performance

Avg backend latency **387.0 ms**

Avg backend request rate **6.566** req/min

Infrastructure

Avg CPU load **3.992** %

Free disk space **65.6 G** bytes

Free memory **7.512 G** bytes

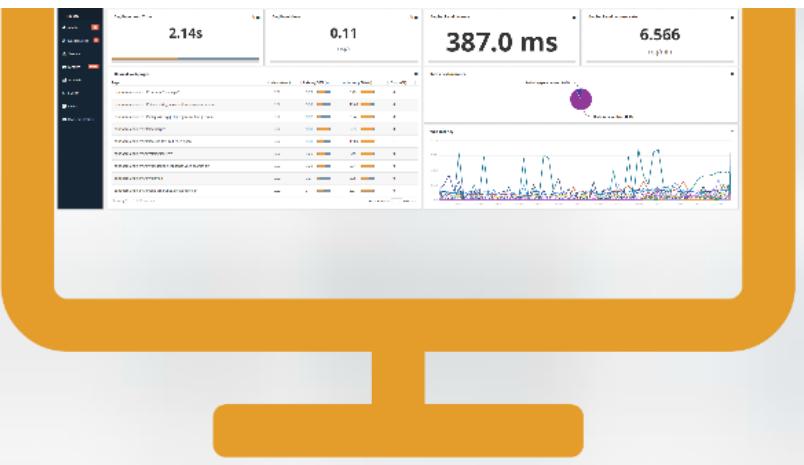
Events **18** events

Top web pages

Page	Views (/sec)	Latency 50% (s)	Latency 90% (s)	Errors
condom-anoniem.nl/checkout/onepage/*	0.02	3.73	8.49	0
condom-anoniem.nl/nieuws/wingman-condoms-voor-ledereen	0.02	3.39	12.69	0
condom-anoniem.nl/veilig-vrijen/pijn-bij-vrijen-wat-kun-je-doen	0.02	3.32	6.84	0
condom-anoniem.nl/soa/herpes	0.02	3.31	5.03	0
condom-anoniem.nl/soa/soa-test-zelf-thuis-doen	0.02	3.31	11.09	1
condom-anoniem.nl/catalogsearch/*	0.02	3.25	6.45	0

Showing 1 to 9 of 98 entries First Previous 1 Next Last

Web latency



COSCALE





CoScale Performance & Business monitoring

[Write the first review](#)

31 Popularity Score

[Follow this extension](#)

Correlate business with performance metrics using the CoScale platform.

Compatible with: 1.9, 1.9.1, 1.9.2

Platform: Community

FREE[Install Now](#)[Developer Info /](#)  [Profile](#) [Email](#) [Support](#) [Extensions](#)[Overview](#)[Release Notes](#)[Reviews](#)[Q&A](#)[Get Help](#)

Please note that this extension is provided as is. It is recommended to always backup your installation prior to use.

CoScale Performance & Business monitoring

CoScale offers:

- Detailed performance insights and context-aware event annotations, i.e. related to Module updates, cache flushing, etc.
- Correlate performance with business metrics like # orders, average order value, revenue, etc.
- Full-stack performance monitoring, including databases, caching, web servers, etc.
- Smart analytics including anomaly detection for automatically detecting problems with your shop
- Connect with other 3rd-party software like Google Analytics, Pingdom, Mailchimp, Campaignmonitor and many more...

Creative Contributions by:



Ray Bogman

- Magento/Joomla/OroCRM evangelist
- Trainer
- Performance nerd
- Security geek
- SEO freak



@raybogman
@supportdesknu





SupportDesk
Support voor Magento en Joomla!



- ✓ Performance optimalisatie
- ✓ Theming, templating
- ✓ Maatwerk training
- ✓ SEO, SEM, SEA
- ✓ Consultancy
- ✓ Load testing
- ✓ Upgrade
- ✓ Migratie
- ✓ Security
- ✓ Hosting
- ✓ Mobile
- ✓ APK

Magento Joomla!

Meer weten? www.supportdesk.nu Of bel 020-337 5961

<https://www.linkedin.com/in/raybogman>