

2021 Gartner Critical Capabilities for APM

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Critical Capabilities for Application Performance Monitoring

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By Padraig Byrne, Federico De Silva, and 1 more

APM software provides visibility into users' interactions with their most important applications. With a growing number of organizations moving to digital channels and driving demand for this insight, I&O leaders must select appropriate APM software based on stakeholders' business needs.

Overview

Key Findings

- Businesses adapted to the COVID-19 pandemic by pivoting to online channels to engage with their employees and customers. This has increased interest in application performance monitoring (APM) in departments beyond its traditional domains of IT operations and DevOps teams.
- Artificial intelligence (AI) continues to play an increasing role in APM products by identifying anomalies, reducing noise and improving human operator efficiency.

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