



#MM15CH

Switzerland 23.10.2015

# Meet Magento®



## Business metrics 4 everyone

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Organized by



Swiss  
Online Group AG





**Merchant**

**Magento**

**Server**

**Shop  
owner**

**Developer**

**DevOps**



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### Shop Owner

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



### Developer

- PHP insights/trace
- Realtime alerts
- DB insight/Slow queries monitoring
- Redis/Temp/OpCache monitoring
- Create custom triggers
- Mobile vs. Desktop
- DDM/CSSDOM/Latency etc... insights



### DevOps

- CPU/Disk/Network insights realtime
- Alerts Thresholds CPU/Disk/Network
- Apache/nginx/redis/mysql monitoring

How to build your DevOps infrastructure

# 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**

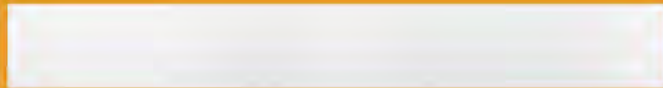
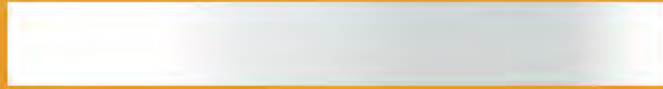
# DevOps

- **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**



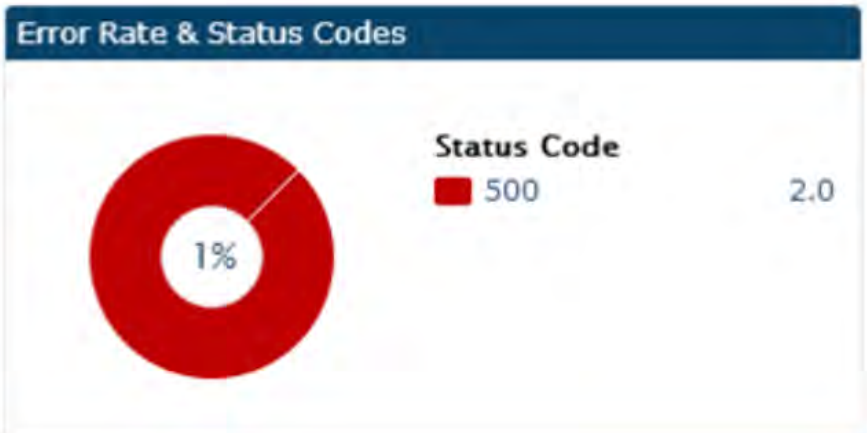
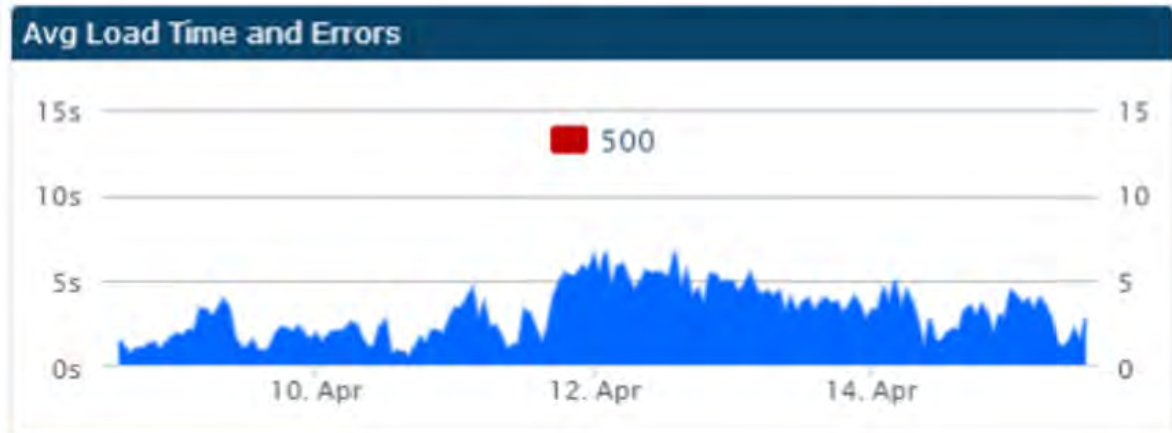
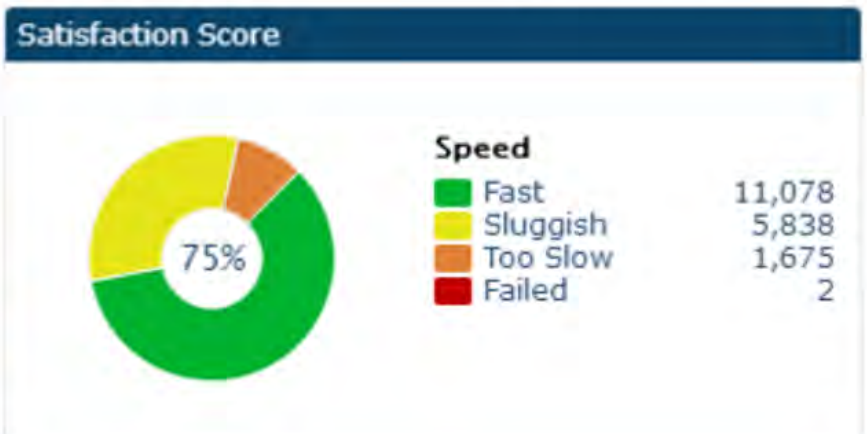
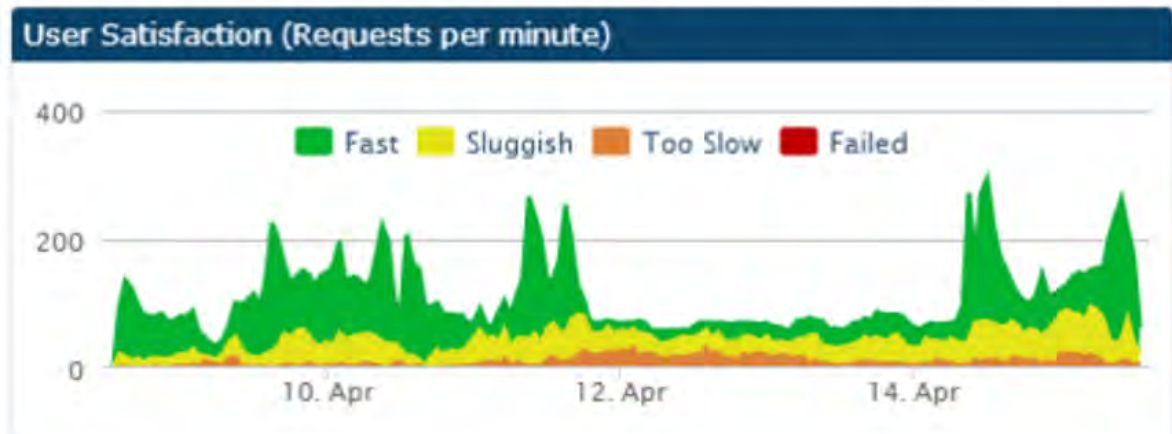
# DevOps



# Performance Graphs

## Performance for OpsManager Dashboard: HeartBeat.Index

Last Week



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

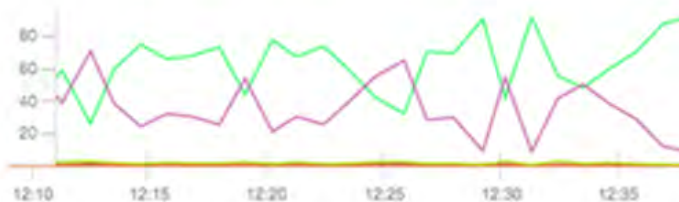
## LOAD AVERAGE

Latest: **6.35**



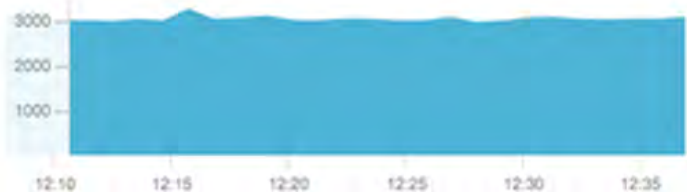
## CPU USAGE

Latest: **0%** Latest: **13%**



## MEMORY USAGE

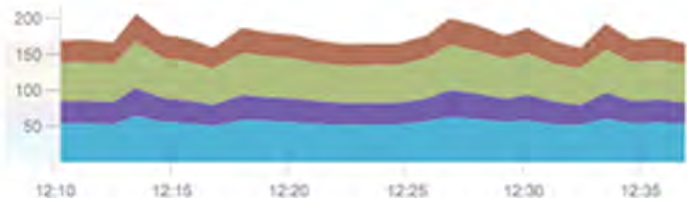
Latest: **3,091MB**



## DISK I/O



## NETWORK TRAFFIC



## DISK USAGE



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

## Latest MEMORY USAGE

Physical	3,091MB
of which cached	721MB
Swap	0MB
<b>Total</b>	<b>3,091MB</b>

## Latest NETWORK TRAFFIC (Mb/s)

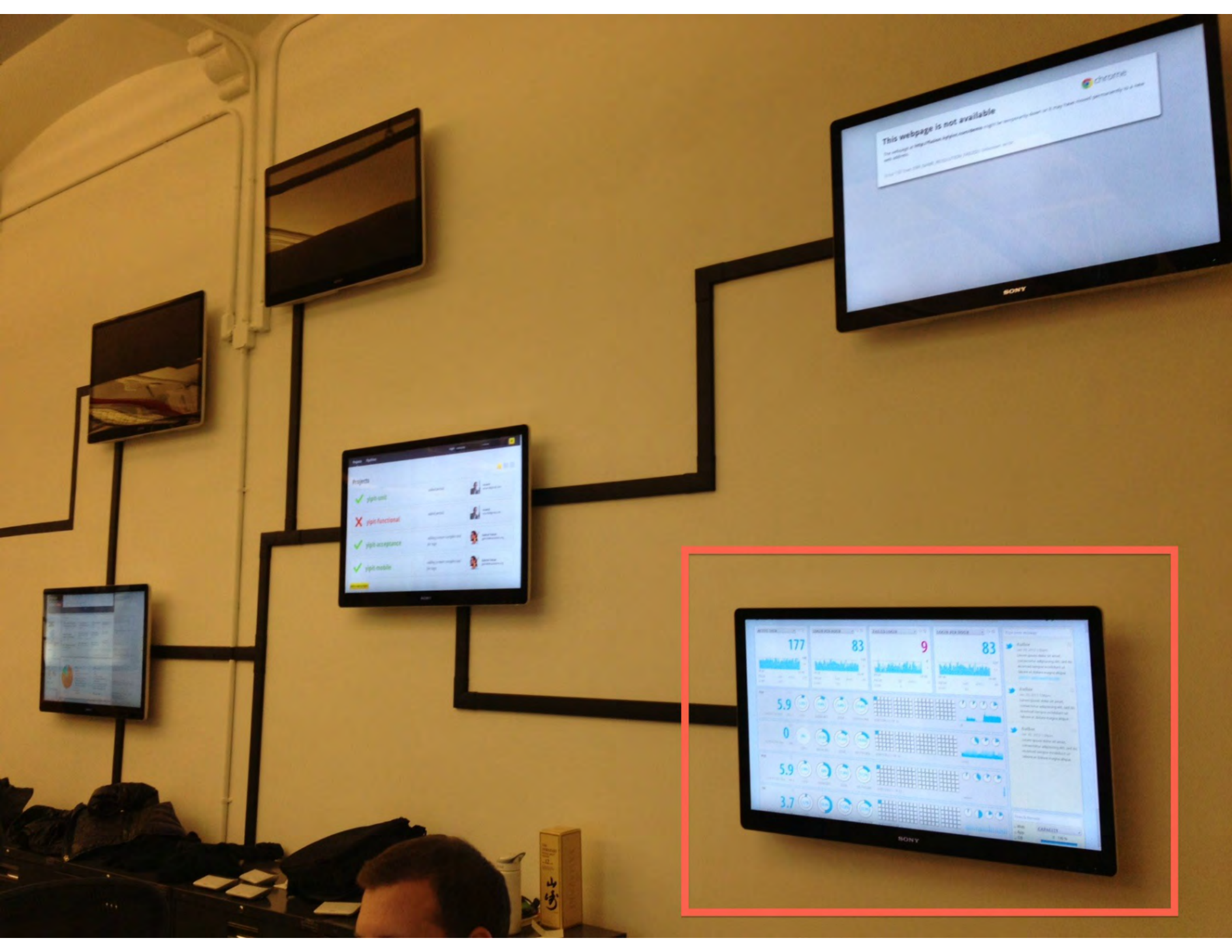
Interface	Sent	Received	Total
bond0	29.71	52.69	82.40
bond1	0.05	0.01	0.06
lo	0.00	0.00	0.01
eth3	0.00	0.00	0.00
eth2	0.00	0.00	0.00
eth1	0.05	0.01	0.06
eth0	29.71	52.69	82.40

## Latest DISK I/O UTILIZATION

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

## Latest DISK USAGE

/var	59%
/boot	29%
/	23%

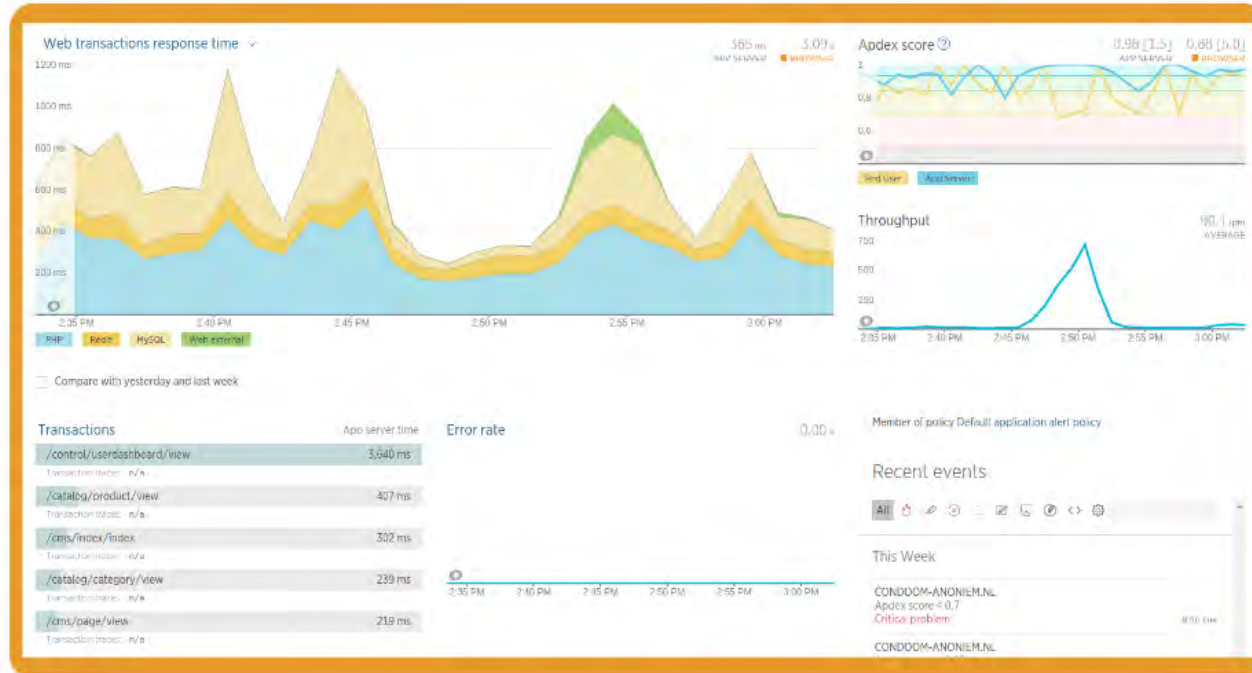


chrome  
This webpage is not available  
The webpage at http://localhost:8080/... might have moved permanently to a new web address.  
ERR\_HTTPS\_RESPONSE\_404

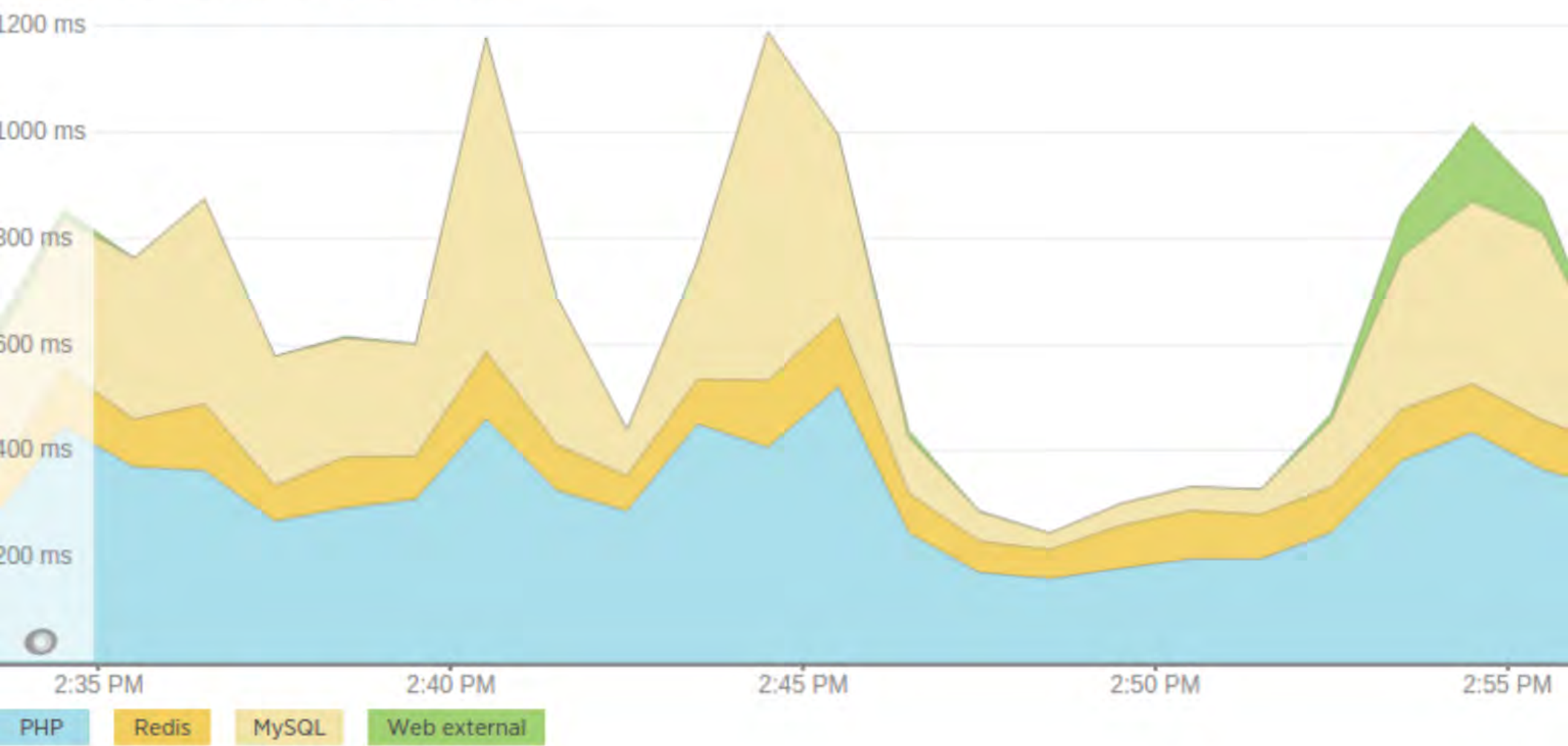
Project	Status	Owner
yigo-unit	✓	[Avatar]
yigo-functional	✗	[Avatar]
yigo-acceptance	✓	[Avatar]
yigo-mobile	✓	[Avatar]



# Developer



# Web transactions response time ▼



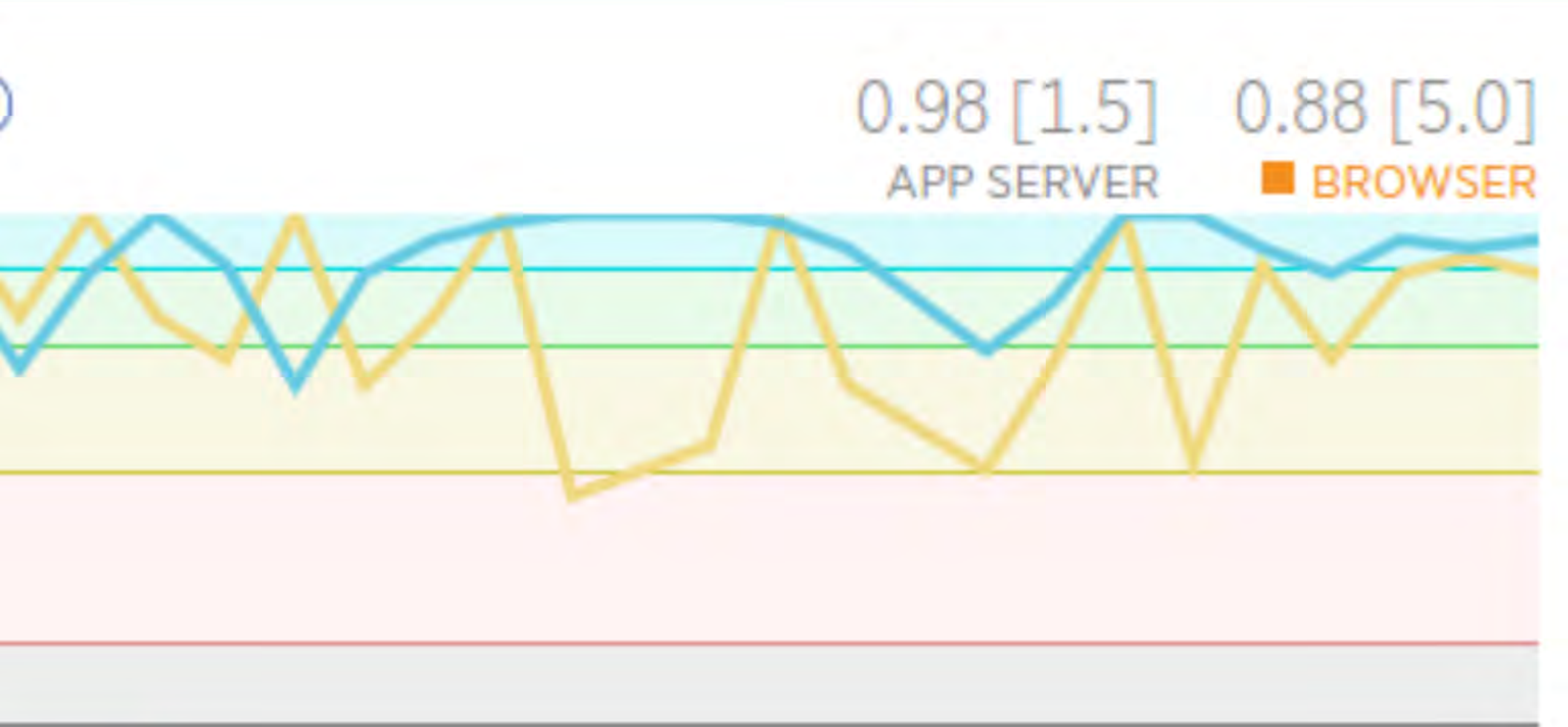
Compare with yesterday and last week

Transaction

...

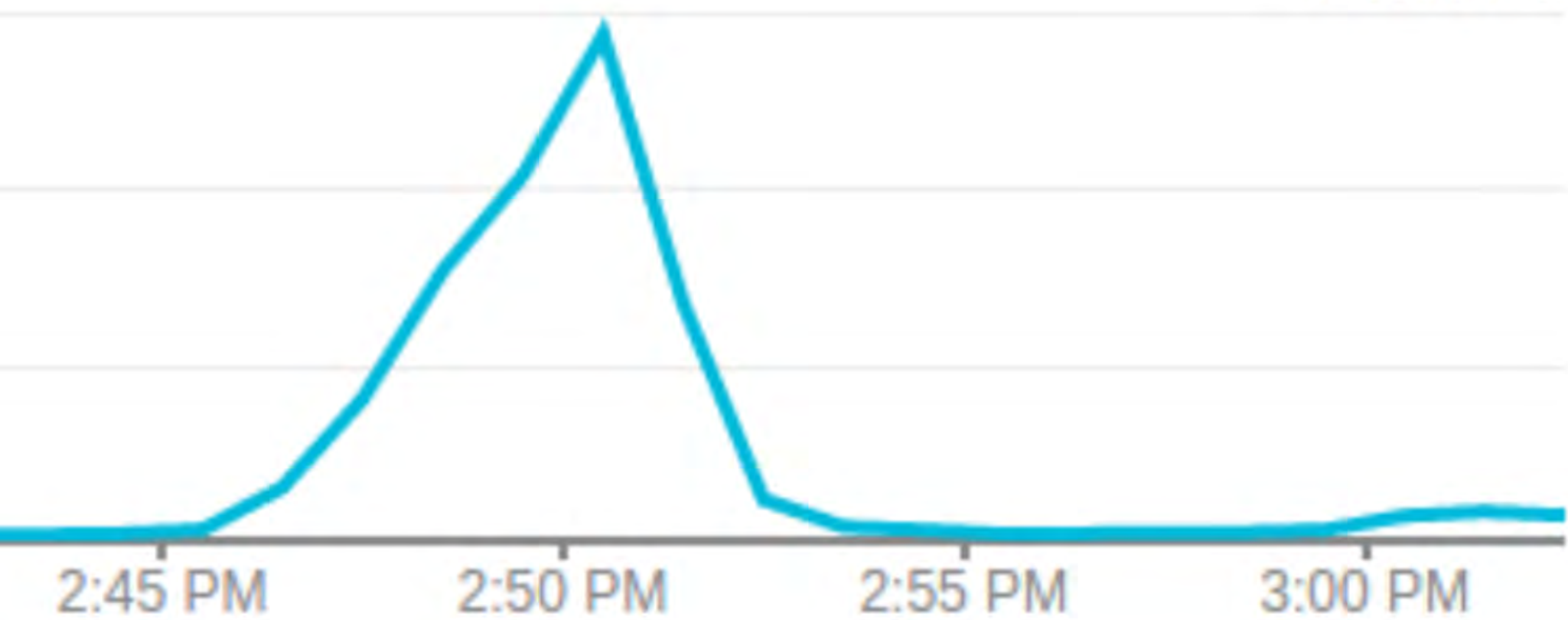
...

...



Server

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



The image features a white background with decorative orange curved shapes in the corners. The text 'Sales overview' is centered in a large, bold, black sans-serif font.

# **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





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



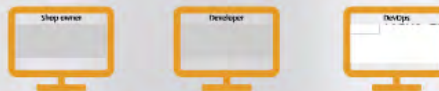
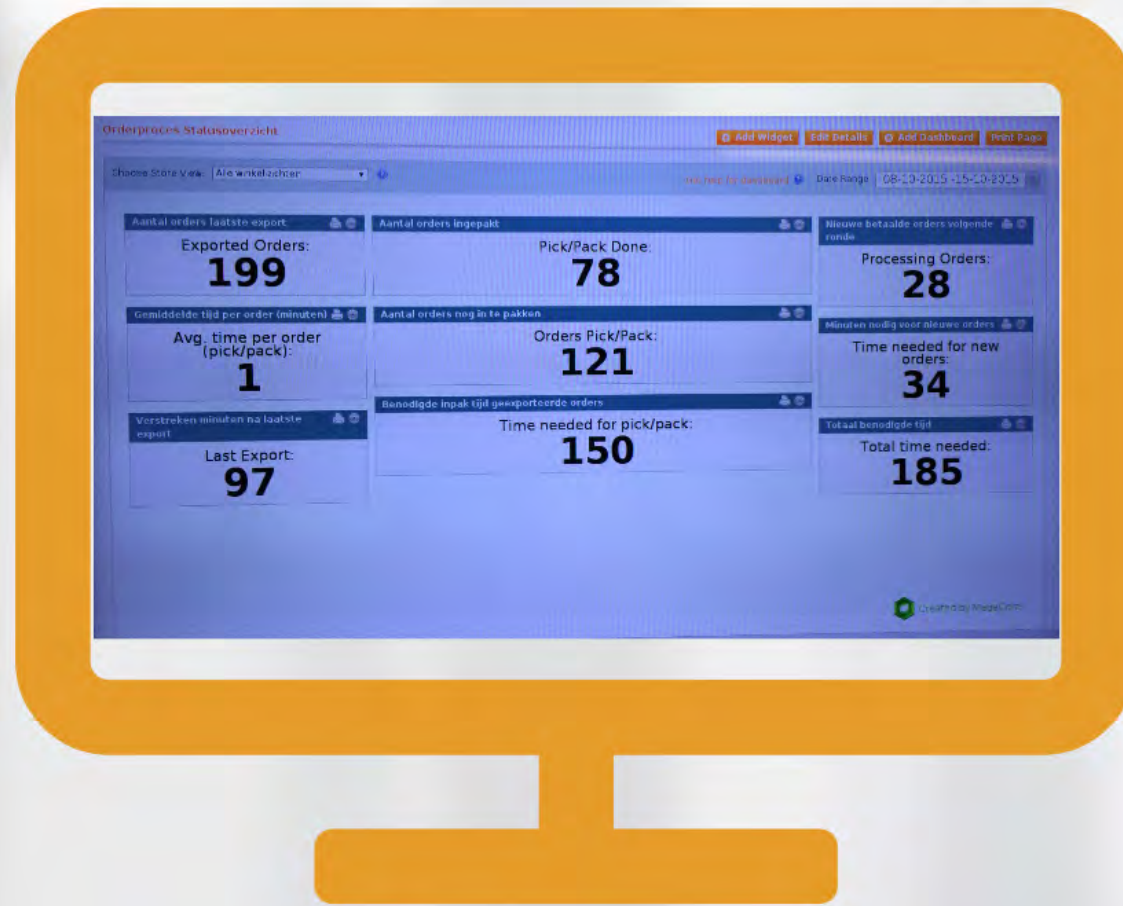
Monitor response time webshop



Monitor the future/forecast



# Case: Condoom-Anoniem



Orderproces Statusoverzicht

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

Choose Store View:

[Get help for dashboard](#) Date Range

**Aantal orders laatste export**

Exported Orders:  
**199**

**Aantal orders ingepakt**

Pick/Pack Done:  
**78**

**Nieuwe betaalde orders volgende ronde**

Processing Orders:  
**28**

**Gemiddelde tijd per order (minuten)**

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

**Aantal orders nog in te pakken**

Orders Pick/Pack:  
**121**

**Minuten nodig voor nieuwe orders**

Time needed for new orders:  
**34**

**Verstreken minuten na laatste export**

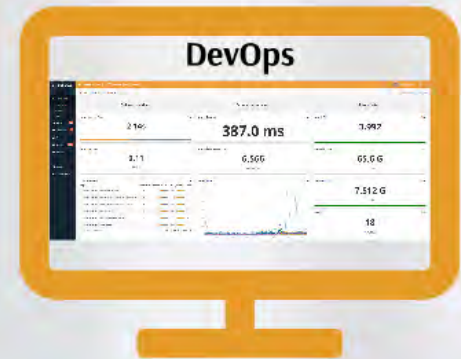
Last Export:  
**97**

**Benodigde inpak tijd geexporteerde orders**

Time needed for pick/pack:  
**150**

**Totaal benodigde tijd**

Total time needed:  
**185**

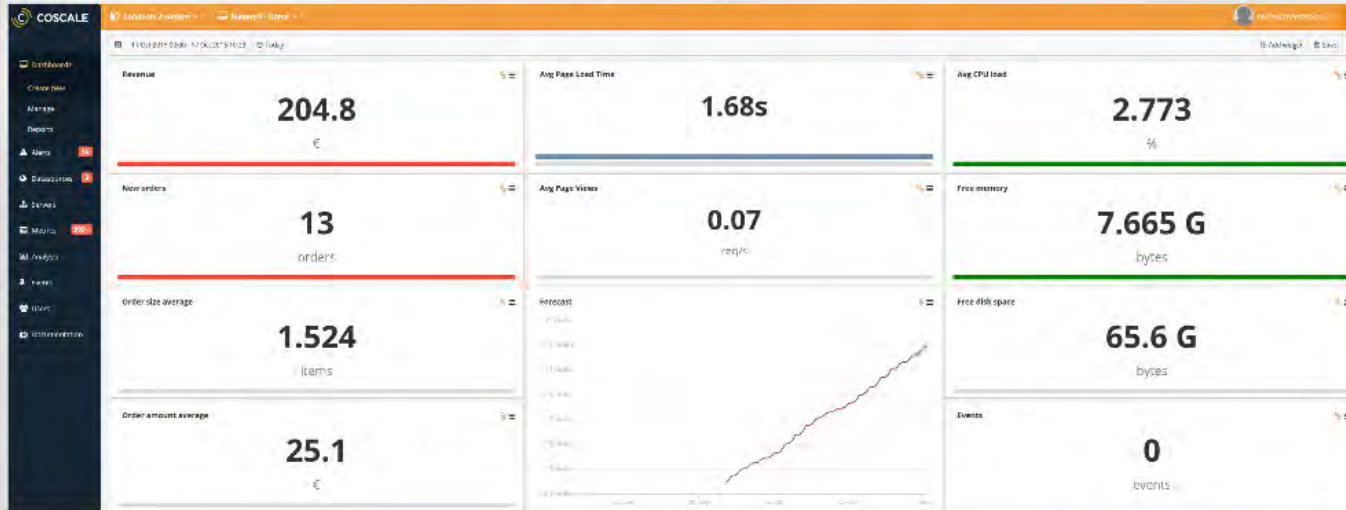


COSCALE

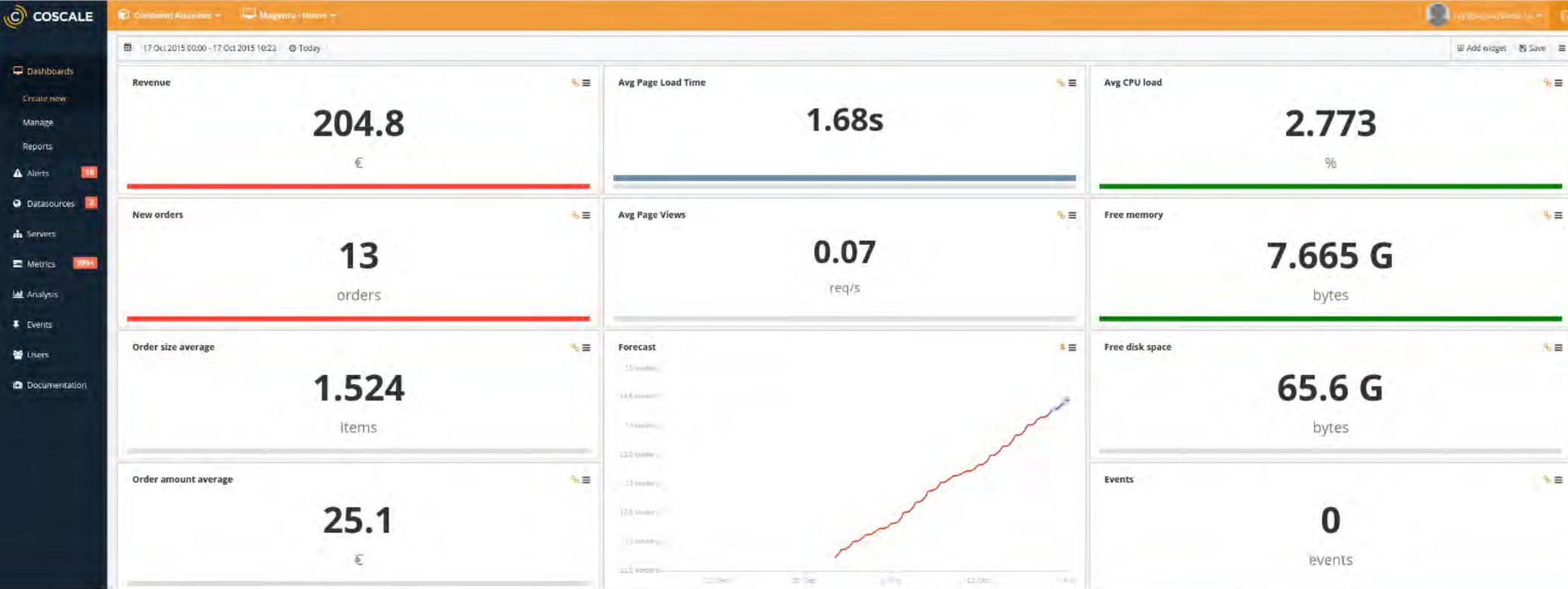


SupportDesk

# Shop owner

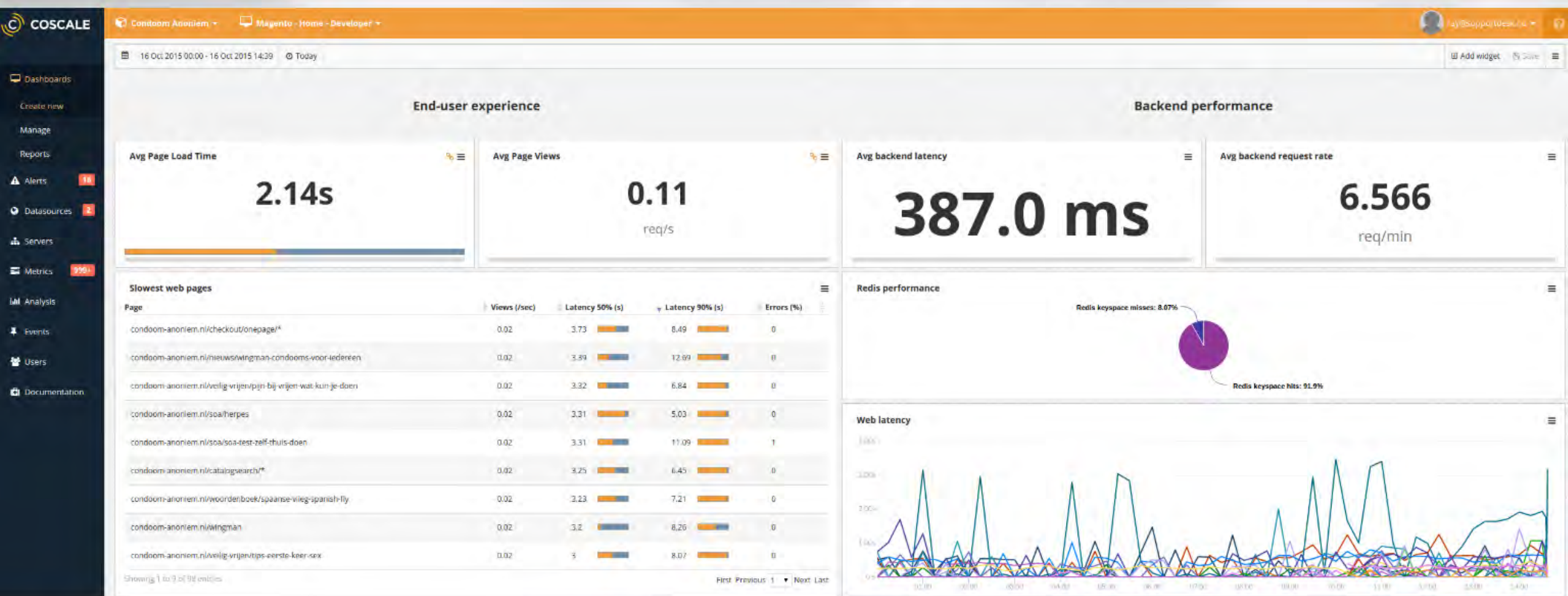


# Shop owner





# Developer





# DevOps

16 Oct 2015 00:00 - 16 Oct 2015 14:39 Today

Add widget Save

## End-user experience

## Backend performance

## Infrastructure

Avg Page Load Time

2.14s

Avg backend latency

387.0 ms

Avg CPU load

3.992 %

Avg Page Views

0.11 req/s

Avg backend request rate

6.566 req/min

Free disk space

65.6 G bytes

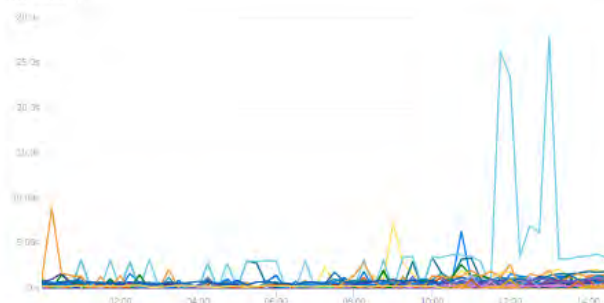
## Top web pages

Page	Views (sec)	Latency 50% (s)	Latency 90% (s)	Errors
condoom-anoniem.nl/checkout/onepage/*	0.02	3.73	8.49	0
condoom-anoniem.nl/nieuws/wingman-condooms-voor-lederen	0.02	3.39	12.09	0
condoom-anoniem.nl/veilig-vrijen/pijn-bij-vrijen-wat-kun-je-doen	0.02	3.32	6.84	0
condoom-anoniem.nl/soa/herpes	0.02	3.31	5.03	0
condoom-anoniem.nl/soa/soa-test-zelf-thuis-doen	0.02	2.31	11.09	1
condoom-anoniem.nl/catalogsearch/*	0.02	3.25	6.45	0

Showing 1 in 19 of 18 entries

First Previous 1 Next Last

## Web latency

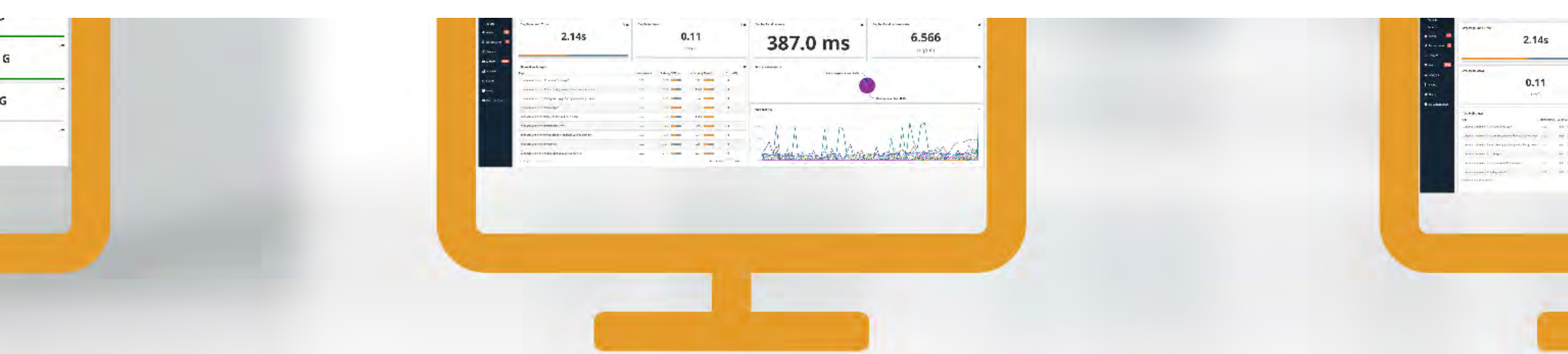


Free memory

7.512 G bytes

Events

18 events



**COSCALE**




**SupportDesk**



## CoScale Performance & Business monitoring



 31 Popularity Score

Write the first review

[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

Meer weten? [www.supportdesk.nu](http://www.supportdesk.nu) Of bel 020-337 5961

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