



Taleo ✕ Talent Drives Performance

APDEX @ Taleo

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Taleo ✕

Agenda

- About Taleo
- Business Challenges
- APDEX @ Taleo
- Business Benefits
- Testimonials

About Taleo

- The Leader in On Demand Talent Management
 - Taleo helps companies recruit highly talented candidates, develop them into top performers, and manage their performance for outstanding business results.
- Taleo by Numbers
 - 3,800 Customers
 - 2,600,000 Users
 - 107,000,000 Candidates
 - 200 Countries/Territories
 - 47 of the Fortune 100 use Taleo.
 - 100% On Demand

Agenda



Business Challenges

- The ability to determine customer experience
- The ability to get unified scores on customer experience
- The ability to get real time performance scores
- The ability to avoid False Positive and False Negative alerts.

Agenda

The agenda slide features a green background with silhouettes of a man and a woman on either side of the text. The text is centered and includes the following items: 'About Taleo', 'Business Challenges', 'APDEX @ Taleo' (in red), 'Business Benefits', and 'Testimonials'.

About Taleo

Business Challenges

APDEX @ Taleo

Business Benefits

Testimonials

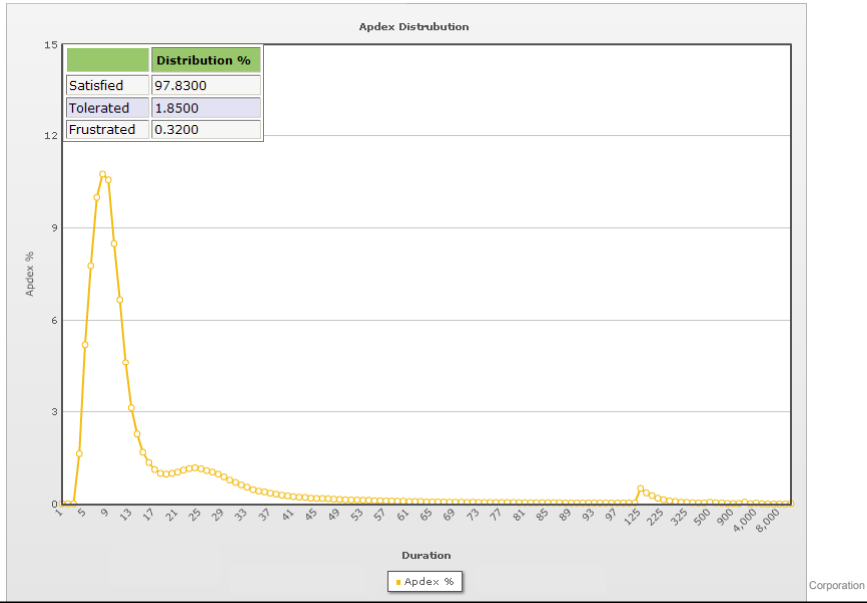
APDEX Implementation Timeline

- Dec. 2005 → APDEX Presentation at CMG International
- Mar. 2007 → APDEX implementation prototype
- Apr. 2007 → APDEX integration in our reporting tool
- Nov. 2007 → APDEX integration in our monitoring & alerting tool
- Jan. 2008 → APDEX integration in our capacity management
- Sep. 2008 → APDEX integration in our availability measurement
- In Progress → APDEX correlation with server metrics

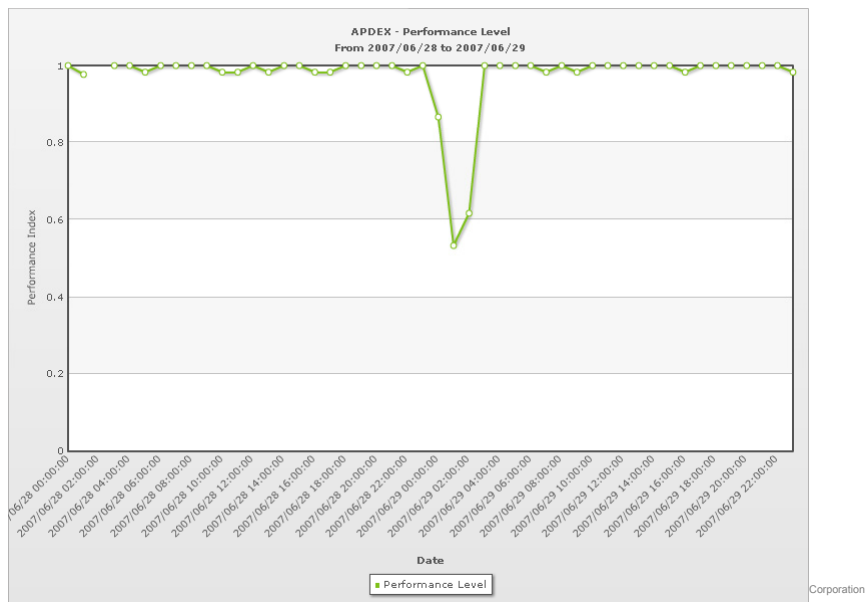
APDEX for Taleo Application

- APDEX calculation
 - A synthetic application transaction is used to measure the APDEX.
 - The transaction passes through all the same layers as any other application calls.
 - The transaction is made every minute.
 - The transaction response time is measured with the TrueSight device from Coradiant.
 - The measurement excludes Internet latency.
- **Target time and threshold are defined as:**
 - T = 100 milliseconds
 - F = 400 milliseconds

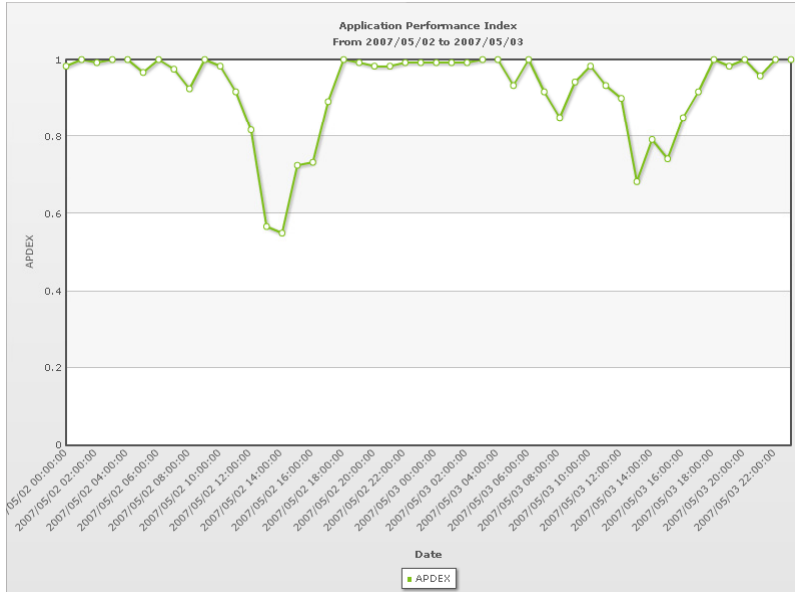
Target 'T' Determination



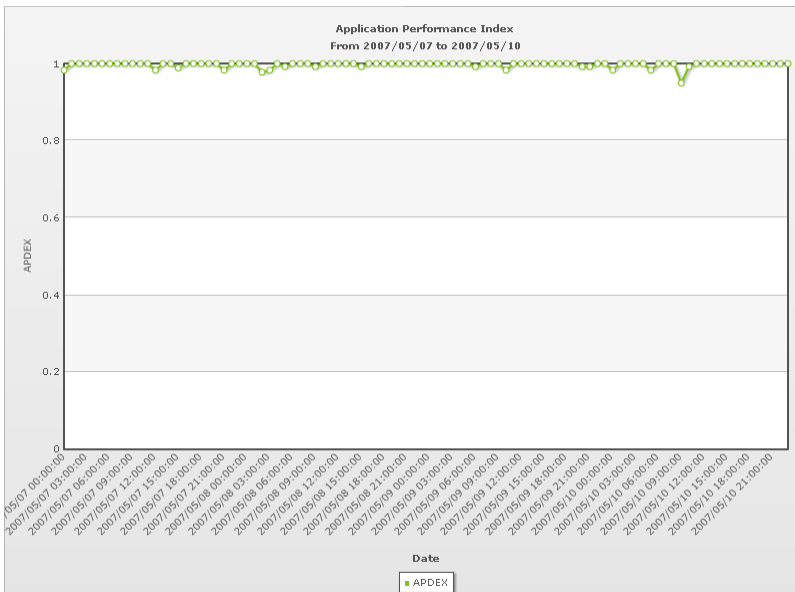
Example 1 A Database Issue



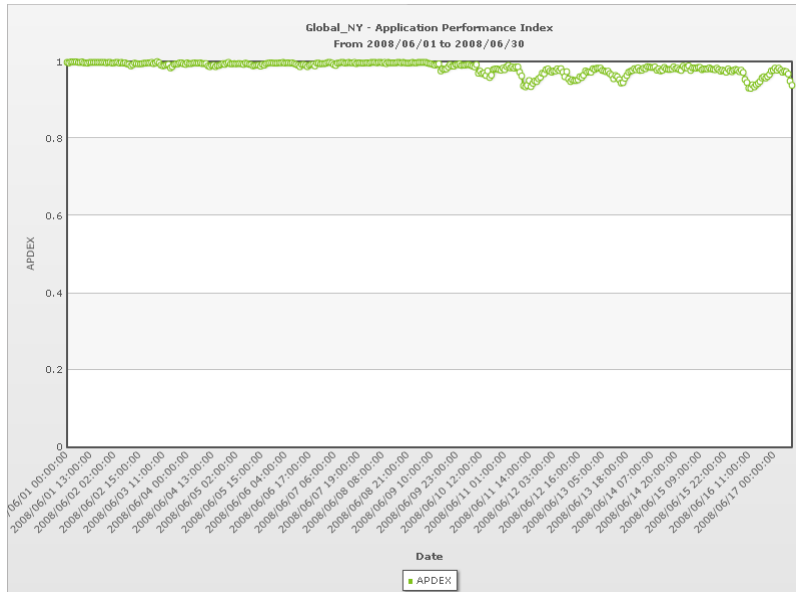
Example 2 Memory Constrains During Peak Hours



Example 2 After Memory Setting Changes



Example 3 VMWare Web Servers Config. Issue



Corporation

Example 4 Capacity Management



S1	Trx Load Index	S2	DB Load Index	S3	Avg RunQ	APDEX
↑	0.00	—	0.00	↑	0.02	0.996
—	0.44	—	0.36	↓	0.30	0.993
—	0.18	—	0.23	—	0.20	0.996
↑	0.41	—	0.29	—	0.22	0.989
—	0.47	—	0.31	—	0.34	0.996
—	0.51	↑	0.48	↑	0.43	0.996
—	0.18	—	0.50	↓	0.35	0.994
—	0.27	—	0.20	—	0.15	0.996
—	0.33	↓	0.44	—	0.27	0.996
—	0.19	↑	0.22	—	0.41	0.995
—	0.25	—	0.41	—	0.25	0.994
—	0.27	—	0.24	—	0.16	0.993
—	0.04	—	0.02	—	0.04	0.997

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Agenda



APDEX Helps Taleo to...

- Detect live issues that affect user experience, not only those when the system is completely down.
- Detect live issues at network, web, application and database levels.
 - Sub-optimal latency at any level
 - Server overload (Memory, CPU, I/O)
 - Application memory constraints
- Provide meaningful and proactive alerts. These are crucial because user experience is affected.
- Track the impact of changes to hardware/software infrastructure in Production.
- Easily validate customer incidents on application performance.

Why is APDEX so successful at Taleo?

Simplicity and Ease of Use!

Agenda

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About Taleo

Business Challenges

APDEX @ Taleo

Business Benefits

Testimonials

Testimonials

“The biggest benefit I see from this measurement method is the ability to determine whether the disruption in service originated from Taleo’s side or not.”

- Technical support analyst at Taleo

“With the APDEX monitoring in place, when we receive alerts, we’re sure that something is going wrong in Production and user experience is impaired. This is a key factor for us.”

- Production manager at Taleo

Testimonials

“The APDEX project is one of the best innovations I have seen at Taleo.”

- Production director at Taleo

- “This tool is very useful when we have to diagnose application slowness.”

- Production configuration specialist at Taleo

Testimonials

“Since the APDEX implementation, our monitoring, troubleshooting and analysis capabilities in terms of performance of the application have increased a lot in quality, quantity and accessibility. We can now confirm a customer's experience with live data, and furthermore, we can quantify the impact or loss of performance as well as orient our investigations in the right area from the start, instead of having to analyze all possible causes every time and be limited in our capacity to reproduce an issue. Hours and hours of work are saved on a regular basis.”

- Technical account manager at Taleo

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