A Smarter App Monitoring Solution to Deliver One Fantastic User Experience: Synthetic, Real-User, and Transaction Tracing Integrated in One Solution
April 5, 2016

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VIVIT

Hosted By

Rocky Pisto
Chapter/SIG Leader

Today's Speakers

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Director - Product Marketing
Hewlett Packard Enterprise

Udi Shagal
AppPulse Product Manager
Hewlett Packard Enterprise

Housekeeping

- This "LIVE" session is being recorded
  Recordings are available to all Vivit members

- Session Q&A:
  Please type questions in the Questions Pane

Webinar Control Panel

Toggle View Window between
Full screen/window mode.

Questions

Polling Question #1

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HPE AppPulse

A smarter app monitoring solution to deliver one fantastic user experience

The user experience is like a road trip.

It's not about the destination…

It's the journey.

It pays to keep their journey smooth.

When the UX is a delight, users love you.

A superb user experience gets you:

- Happy customers, great reviews.
- Reduced support costs.
- Increased sales.
- Good karma.

When something goes wrong, there's hell to pay.

Cost of application downtime:[1]

$336K/hr
—Gartner

$500/hr
for critical failures
—IDC

$100M/yr
—Infogenics[2]

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If UX is the new SLA—What defines it?

Does your app fulfill all of these user expectations?

Utility: Fulfills its purpose

Aesthetics: Looks fantastic

Usability: Performs beautifully

Stimulation: Arousing the WOW factor

Empowerment: Makes me feel in control

Identification: A reflection of me

Value: Totally worthwhile

Playfulness: Makes you smile

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UX: Who needs what?

IT Ops:
"I want to find and fix app issues before my users do."
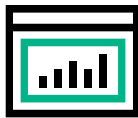
Business:
"I have to achieve a 5-star rating for my mobile app."

DevOps:
"I need visibility to the root cause from user action to the line of code"

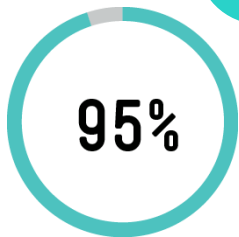# UX is the new focal point for DevOps

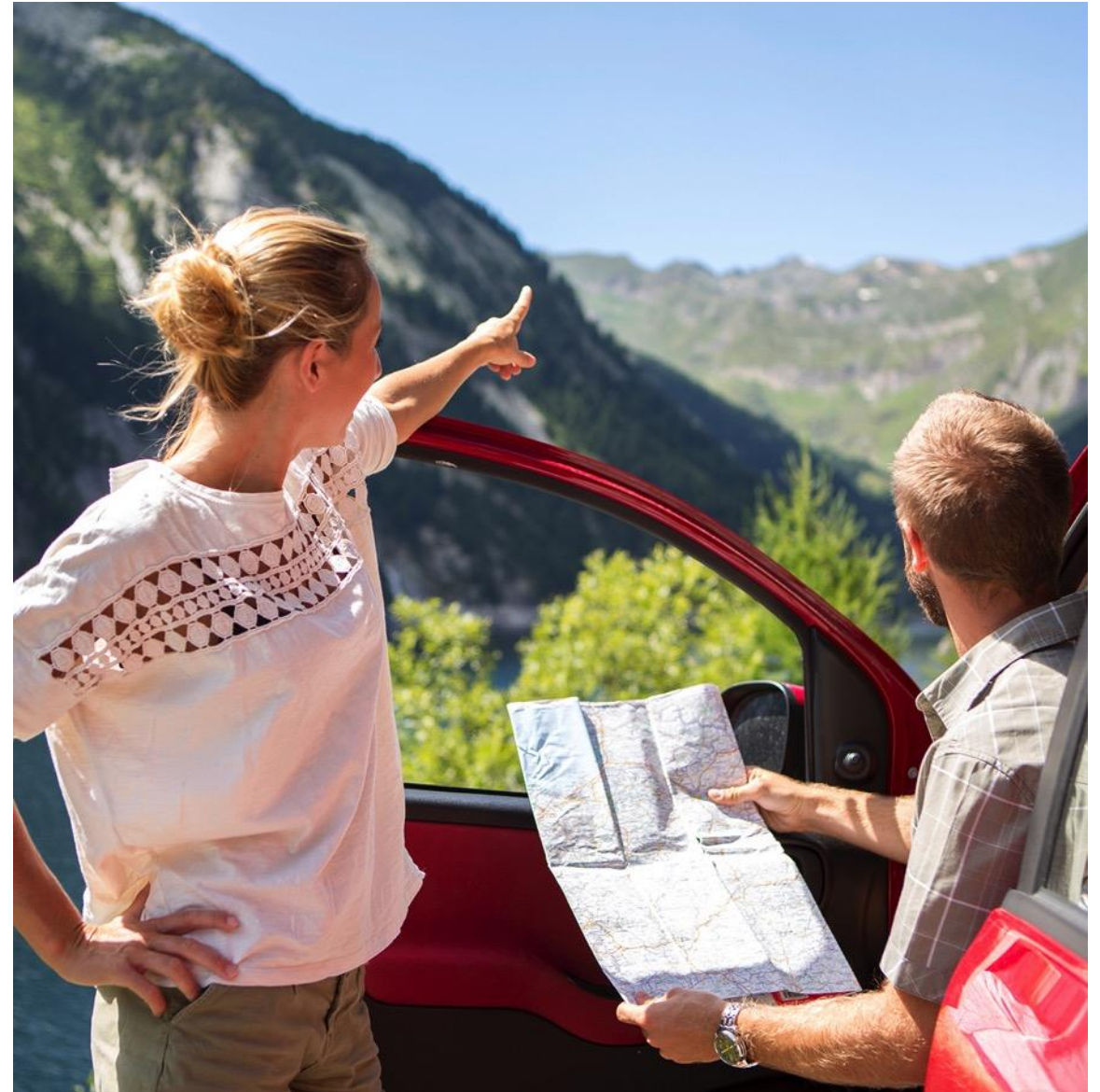**"You're not doing DevOps if you're not focused on the customer experience."**

Gartner
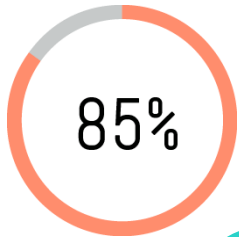
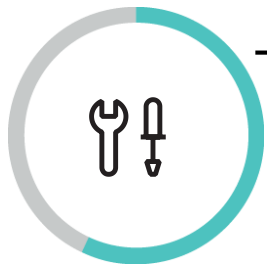**85%** of developers say they understand the importance of the user experience.

and…

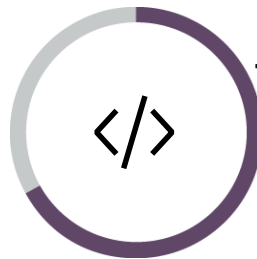**95%** of *mature* DevOps teams focus on the user experience.
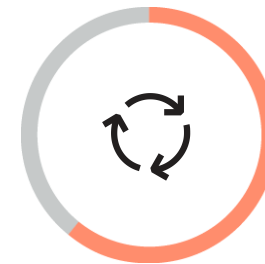
…But DevOps doesn't have the right tools

57% of DevOps teams lack Application Performance Monitoring (APM) tools featuring user experience dashboards

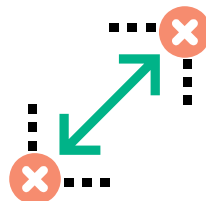**67%** have no insight into the line of code that caused an error, slow performance or a crash.

61% of developers are blind to the end-to-end process of monitoring the user experience.

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…But DevOps doesn't have the right tools

Core products that don't cooperate.

Limited in their functionality.

No drill-down to the root cause of problems.

Polling Question #2

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Delivering a delightful UX: what's required?

Synthetic monitoring

Real user monitoring

Transaction monitoring and diagnostics

Introducing a smarter solution

	IT Ops	**Business**	**DevOps**

Let's revisit our 3 UX professionals

The capability they need:

Emulate user actions and devices; uphold SLAs

Measure everything impacting user experience

Trace user transactions down to line of code

The product that will get them there:

HPE AppPulse Active

HPE AppPulse Mobile

HPE AppPulse Trace

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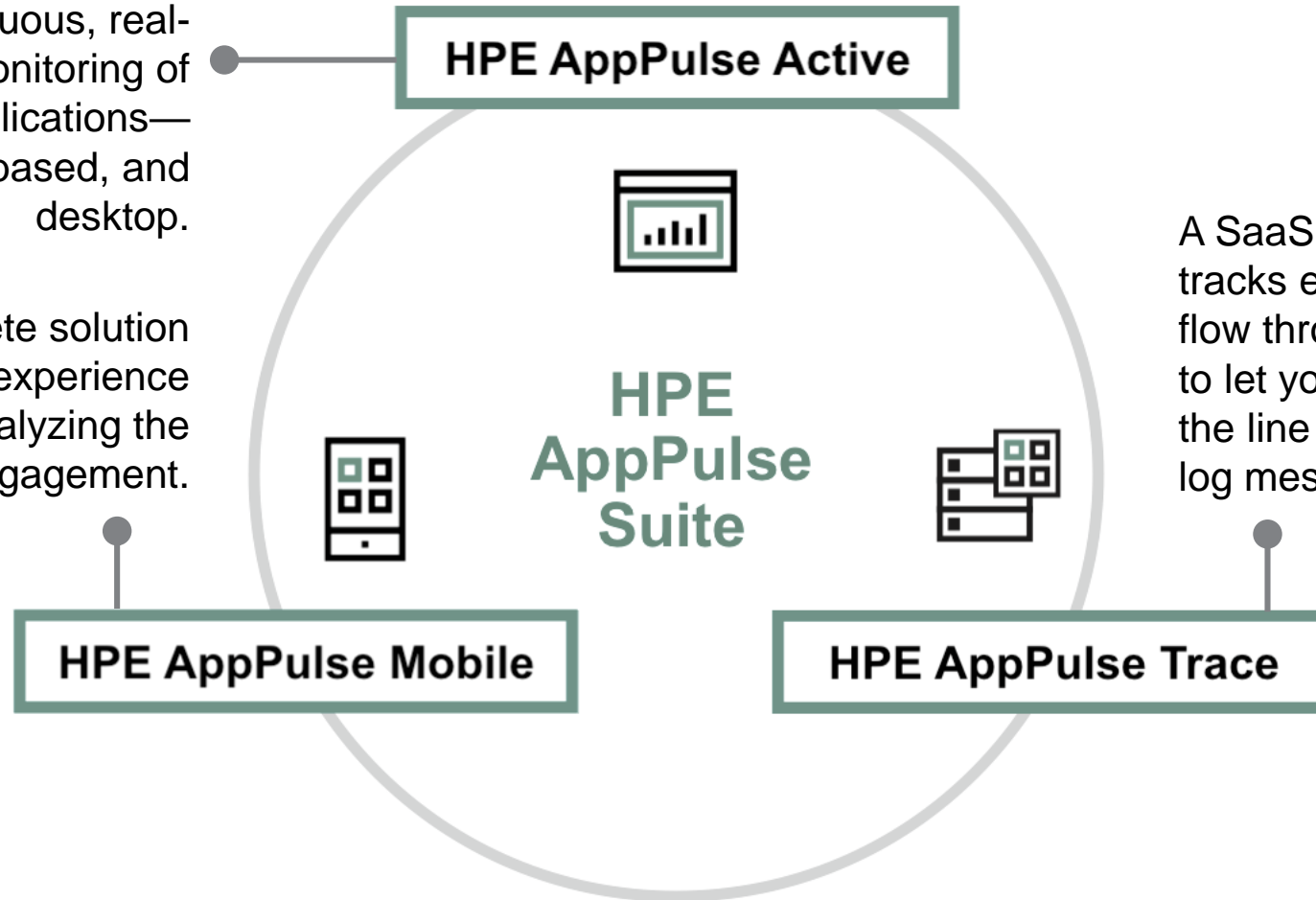
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Introducing a smarter solution

Proactive, continuous, real-time synthetic monitoring of ALL your applications—mobile, web-based, and desktop.

The first complete solution for measuring the user experience of mobile apps and analyzing the business impact of user engagement.

A SaaS APM solution that tracks end-to-end transaction flow through all service tiers, to let you isolate problems to the line of code or the specific log message.

HPE AppPulse Active

HPE AppPulse Suite

HPE AppPulse Mobile

HPE AppPulse Trace

Integrated | Complementary | End-to-end

HPE AppPulse Active:
Get proactive.

– **Visibility** into all your apps

– **Synthetic monitoring** to proactively see and fix issues

– **Isolation** by application, location, transaction, or component layer

– **Single pane of glass** for easy monitoring

– **Easy installation** in about 5 minutes

– **Integration** with trusted DevOps tools

– **Collaboration** among development, QA, and operations teams

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HPE AppPulse Mobile: Measure what matters most

Performance
- Launch time
- UI response time

Stability
- Crashes
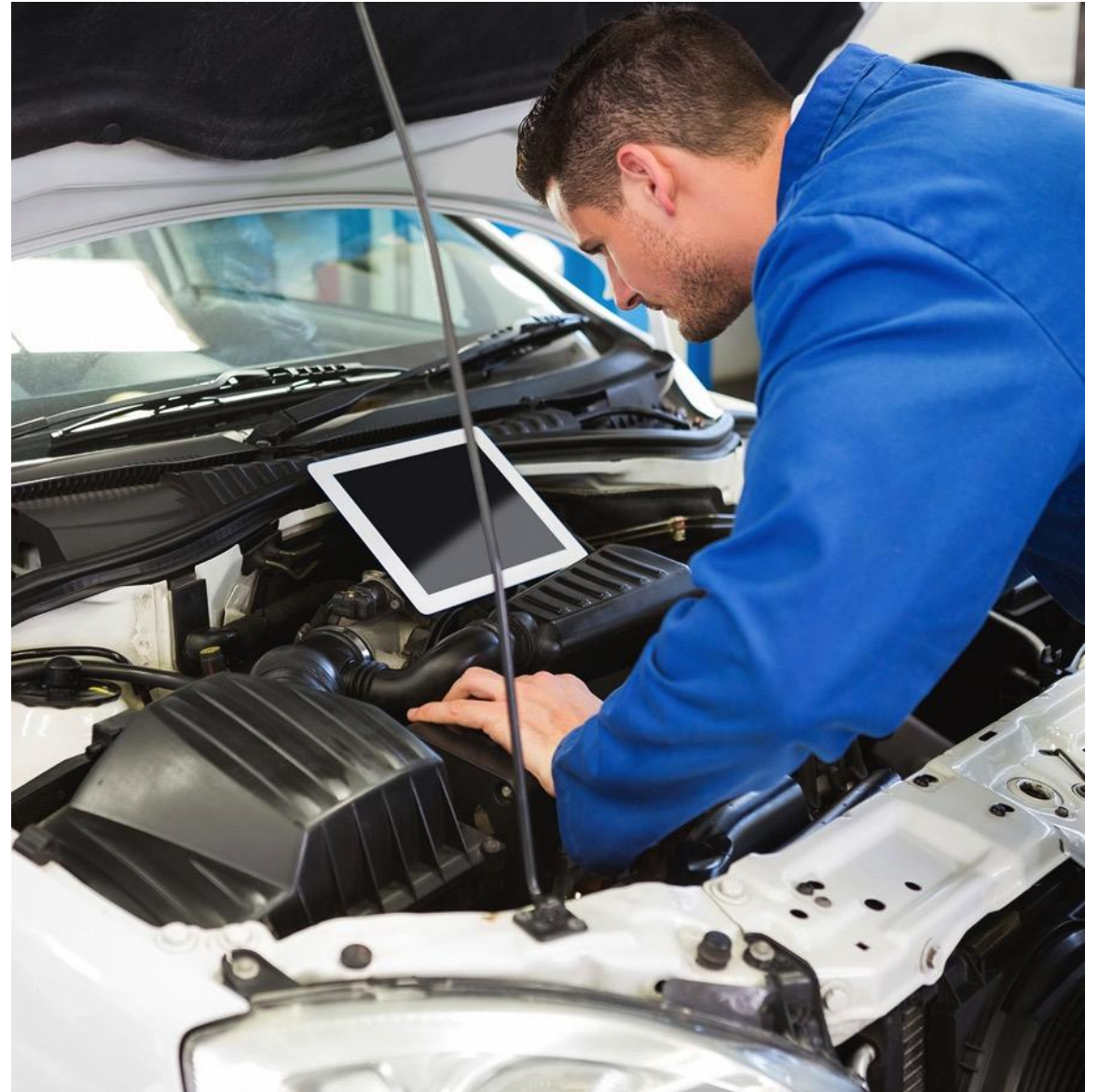- Errors

Resource usage
- Battery drain
- Data usage

User flows
- Follow user interactions, screen by screen

HPE AppPulse Trace: Isolate and fix transaction issues

– **Smart user-server correlation –** correlation of UX issues with server-side problems

– **Integrated web user monitoring –** monitor UX from real user browsers

– **Trace 360 –** trace all aspects of transaction execution

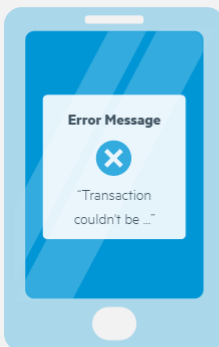– **Transaction log tracing –** deliver correlated view of log message

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HPE AppPulse Suite Synergies

HPE AppPulse Trace isolates the root cause of the HTTP request failure

HPE AppPulse Mobile error report detects failed HTTP Request

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The AppPulse difference: Synergies
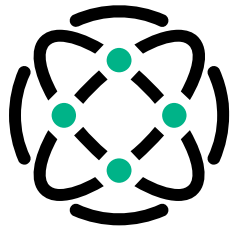
End-to-end visibility

Reduced triage times

Continuous improvement

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Polling Question #3

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Example: Advantage Online Banking

Web

Mobile Apps

Advantage Online Banking Engineering

Mobile Group

Android team

iOS Team

Web Group

Frontend team

Backend Team

QA Team

Product managers

DevOps Services

IT

24*7 NOC team

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Enterprise
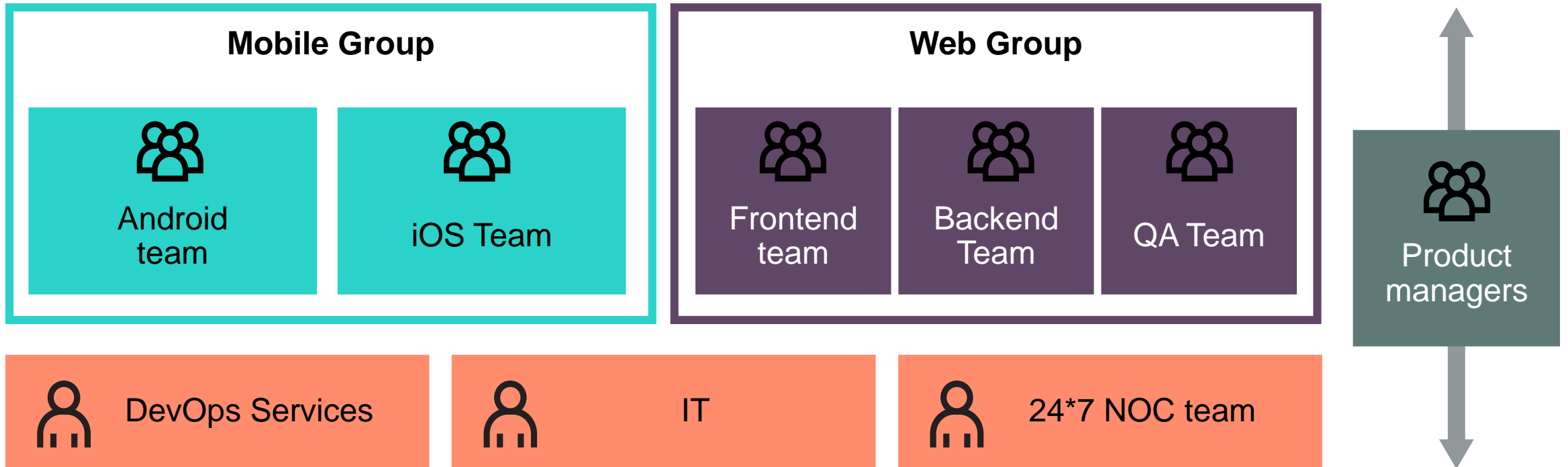
Advantage online banking

Monitoring

AppPulse MOBILE

AppPulse ACTIVE

HPE SiteScope

AppPulse TRACE

HPE RUM

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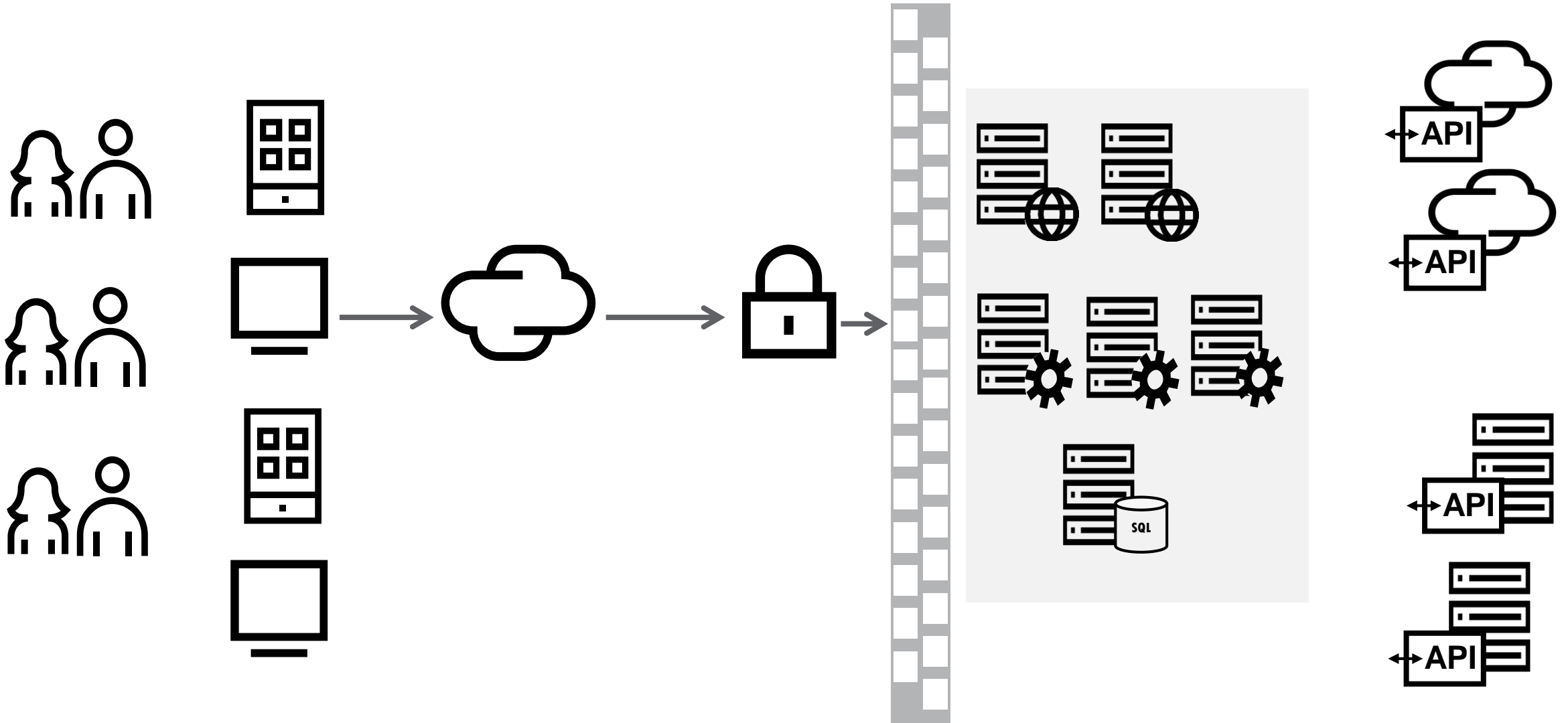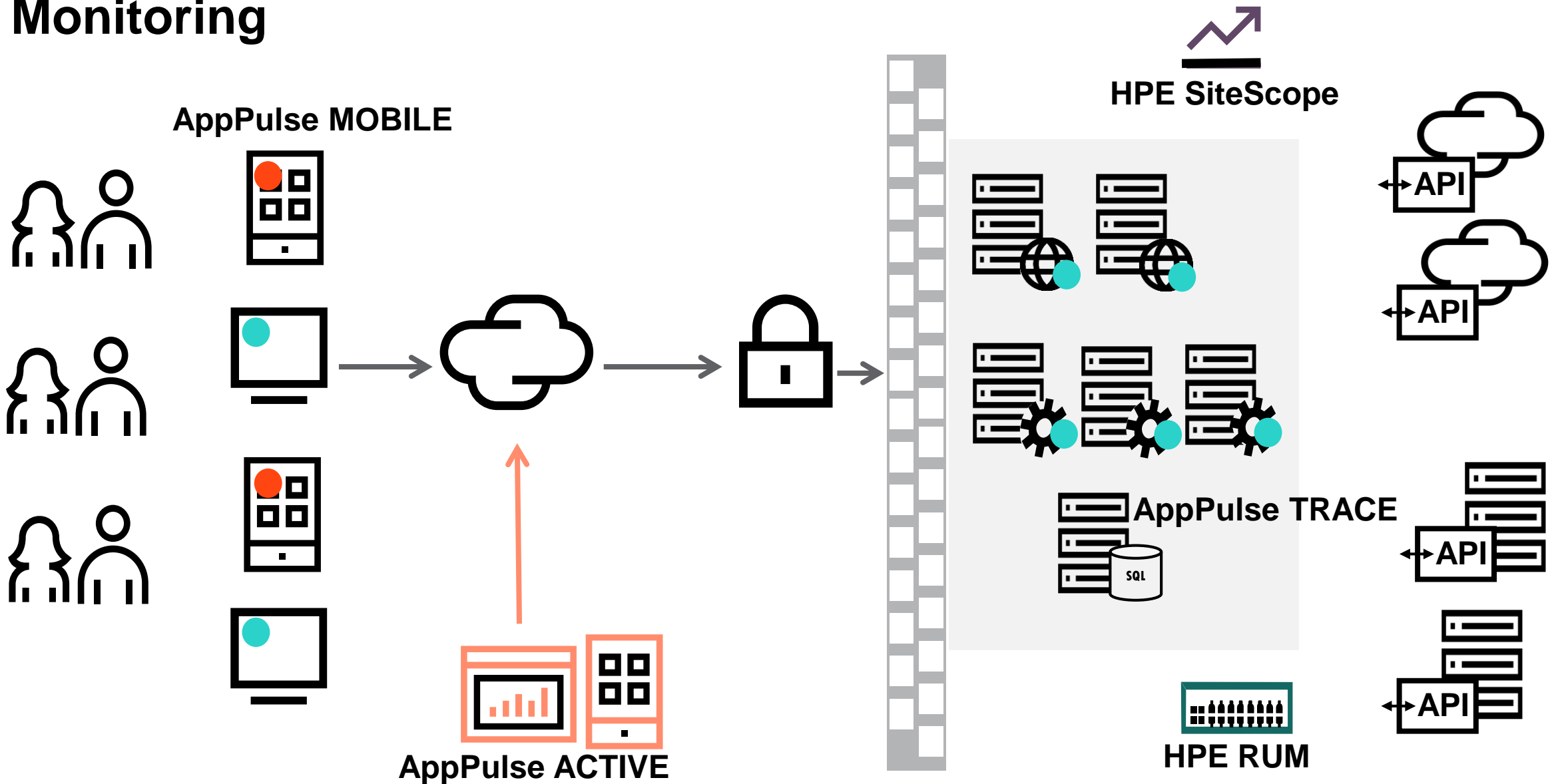
Monitoring architecture

On Premise

AppPulse

Vertica

Open API

Reports and Alerts

Events

Metrics

HPE Operations Bridge

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HPE AppPulse Demo

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Enterprise

OPERATIONS MANAGER i   Workspaces   Administration   search for menu items ...   admin

Workspaces / My Workspace

AOB IG Status & Action ✕   AOB IG Dashboard 2 ✕   AOB IG Dashboard ✕   Watch List - Operator ✕   Event Perspective ✕   Discover OMi ✕   KPI Over Time ✕   **Manager Of Managers** ✕

Select Page

MANAGER OF MANAGERS MAIN

Infrastructure Events
204   105   72   10   5   8   4

Application Events
178   22   154   1

Cause Events
3   1   1   1   1

Last 5 Minute Events
30
25
20
15
10
5
0
05:22   :30   05:23   :30   05:24   :30   05:25   :30   05:26   :30

EVENT DETAILS

Alert: Default Availability Alert Triggered on Application : New OMi Test, Trigger Cause: 3 out of 5 transactions failed.

General	
Additional Info	
Source Info	
Actions	
Annotations	
Custom Attributes	
Related Events	
History	
Resolver Hints	
Instructions	
Forwarding	

ID: a46e2ba7-4f9a-4ca2-be0c-e   Related CI:
Severity: ❌ Critical   Node:
Lifecycle State: Open   Source CI:
Priority: Time Created: 2/4/15 11:14:50 PM
Assigned Group: Time First Received: 2/4/15 11:14:50 PM
Assigned User: Time Received: 2/4/15 11:14:50 PM
Category: Application   Time State Changed: —
Subcategory: bpm.transaction.alert.type   Event Type Indicator: —
Control Transferred: —   Duplicate Count: 0

Title: Alert: Stocks Availability Alert Triggered on Application : Advantage Web, Trigger Cause: 1 out of 5 transactions failed.

EVENT BROWSER

<No Filter>   <No Filter>   Search Events (Ctrl+F)

Sev	Prio	C	N	I	A	U	D	St...	Time Received	Title	Related CI	User	Group
❌									2/7/16 09:21:59 AM	Metric 'status' changed status from 'good' to 'error'			
⚠			🔲						2/7/16 12:41:37 PM	NNMi: C4K_IOSMODPORTMAN-4-POWERSUPPLYF			
❌			🔲						2/7/16 12:41:37 PM	Ping to ESX server unavailable			
❌			🔲						2/7/16 12:41:37 PM	ESX Application unavailable			
❌			🔲						2/7/16 12:41:37 PM	Ping to SharePoint VM unavailable			
❌									2/7/16 12:42:01 PM	SCOMAlert: AD Domain Availability Health Degraded			
❌									2/8/16 03:39:06 AM	ESX Application unavailable			
❌									2/8/16 03:41:03 AM	ESX Application unavailable			
❌									2/8/16 03:47:39 AM	ESX Application unavailable			
❓									2/9/16 03:04:34 AM	Test_AppPulseOM1_17			
❌									2/9/16 03:16:54 AM	Alert: Stocks Availability Alert Triggered on Application			
⚠									2/9/16 03:53:07 AM	Metric 'License days remaining' changed status from			
❌									2/9/16 09:30:06 PM	EventID: 0x00000400 (1024) - (NDP2006) Unexpecte			
❌									2/9/16 09:37:28 PM	THis is a test message			
❌									2/11/16 05:24:18 AM	Alert: Default Performance Alert Triggered on Applica			
✅									2/10/16 12:57:39 AM	Back to normal: Threshold violation(s) for Probe. Imp	2/ROOT/checkbooks		
✅									2/10/16 01:17:39 AM	Back to normal: Threshold violation(s) for Probe. Imp	2/ROOT/checkbooks		
✅									2/10/16 10:57:50 AM	Back to normal: Threshold violation(s) for Http Status	2/ROOT/checkbooks		
✅									2/10/16 10:59:51 AM	Back to normal: Threshold violation(s) for Http Status	2/ROOT/checkbooks		
✅									2/11/16 01:59:58 AM	Back to normal: Threshold violation(s) for latency. Im	2/ROOT/checkbooks		
✅									2/11/16 03:32:58 AM	Back to normal: Threshold violation(s) for latency. Im	2/ROOT/checkbooks		
✅									2/10/16 05:46:54 PM	Back to normal: Threshold violation(s) for Probe. Imp	AdminServer (OBAAPP2)		
✅									2/11/16 04:08:28 AM	Back to normal: Threshold violation(s) for latency. Im	AdminServer (OBAAPP2)		
✅									2/10/16 05:46:54 PM	Back to normal: Threshold violation(s) for Probe. Imp	AdminServer (OBAFE1)		
✅									2/11/16 05:06:39 AM	Back to normal: Threshold violation(s) for latency. Im	AdminServer (OBAFE1)		
✅									2/10/16 10:09:21 AM	Back to normal: Threshold violation(s) for Probe. Imp	AdminServer (obafe2)		
✅									2/11/16 03:32:28 AM	Back to normal: Threshold violation(s) for latency. Im	AdminServer (obafe2)		
🔺									2/11/16 05:05:38 AM	Threshold violation(s) for GC - GC Time Spent in Co	AdminServer (obapremium)		

Items: 441 of 441 (1)   ❌ 141   ⚠ 73   ⚠ 10   🔺 15   ✅ 197   ❓ 5   0   0   1   440

Start   5:26 AM   2/11/2016

Summary

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AppPulse Suite benefits summary
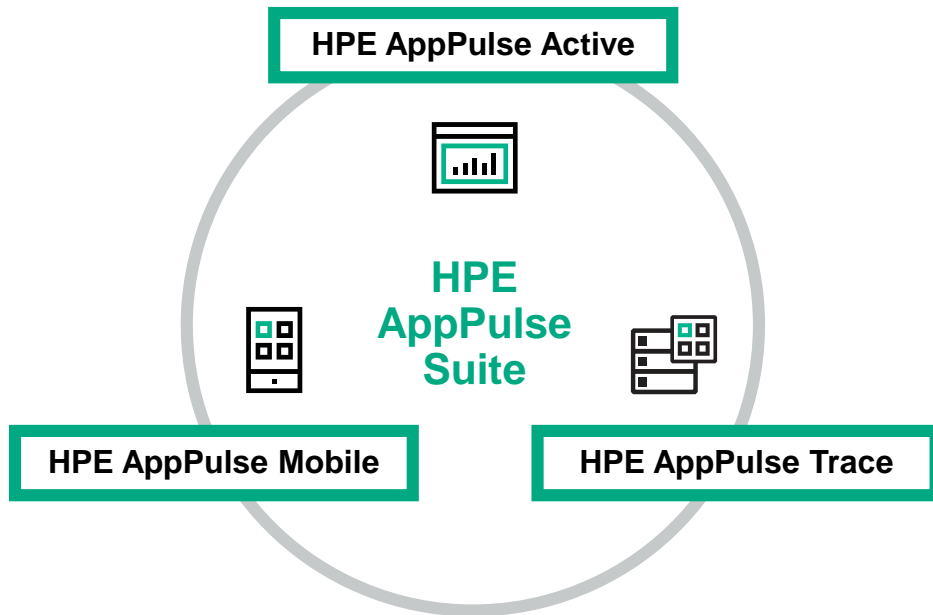
Proactively identify app issues before users do

Identify which performance and stability issues are impacting real app users

Comprehensive SaaS APM solution

Correlate issues from user experience, to application execution, to its underlying infrastructure

Net result: Continuous assessment and continuous improvement of both the application and the UX.

Real customers, real results.

HPE AppPulse Active

HPE
AppPulse
Suite

HPE AppPulse Mobile

HPE AppPulse Trace

Ameren

"Performance data mined in HPE AppPulse helped us build better apps for our users."

SpeechTrans

"HPE AppPulse took us from a low-star to a 5-star app in less than a month"

Travelist *your smart choice*

"Slowdowns directly impacted our revenue. HPE AppPulse traced transactions E2E to resolve problems fast!"

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Thank you

hpe.com/software/apppulse

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Thank you

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