

AppPulse Suite

Micro Focus® AppPulse Suite is a SaaS application performance management solution that helps application developers understand users and their experiences. It automates and accelerates the process by which they deliver and adapt user-focused applications. And it lets them isolate user experience issues—from user actions down to the line of code—to achieve high-velocity releases with quality.

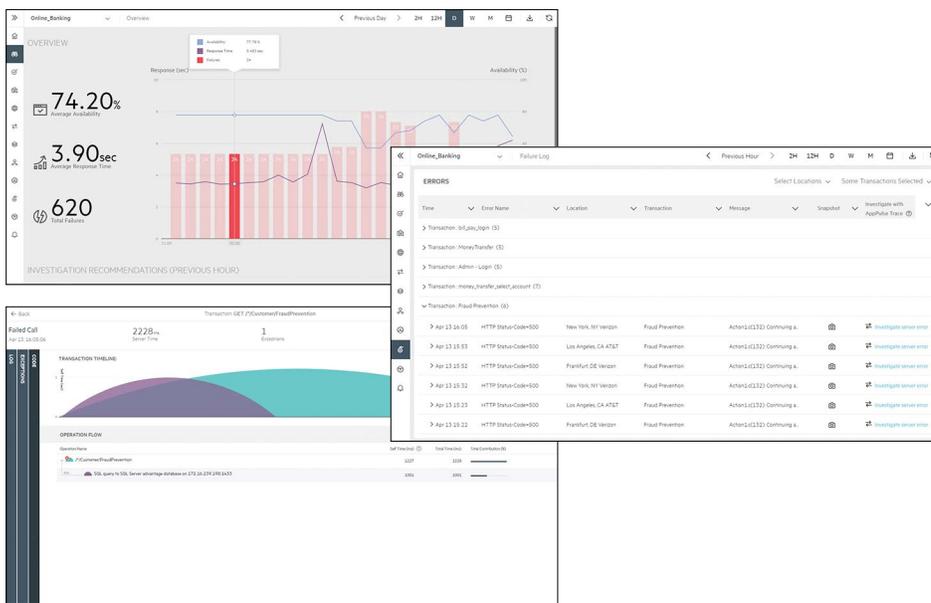


Figure 1. Micro Focus AppPulse Suite lets you see beyond transaction response time and investigate the connection between what the user experiences and what happens on the server. You can drill down to see the associated server transaction—down to the line of code.

Overview

User Experience Is the New SLA

The quality of the user experience (UX) is now the benchmark by which the success of an application is measured. Ninety-five percent of DevOps teams with mature practices now focus on the UX. However, many application teams don't have the tools needed to deliver

web and mobile apps with superior UX quickly and consistently. In fact, 53% of developers do not have full access to application performance management (APM) tools, and 61% are blind to the end-to-end process.¹

¹ Dimensional Research: *DevOps, APM, and the Digital User Experience*; December 2015.

Micro Focus AppPulse Suite Combines

- **AppPulse Active:** Monitors the end-user experience using synthetic transactions, so you can proactively detect problems before your users do and meet your SLAs.
- **AppPulse Mobile:** Provides a single UX score by monitoring the UX of native and hybrid mobile apps. By providing insights into the real-user flows and app crash traces, it enables developers to optimize the application to perform more efficiently and troubleshoot it when crashes occur
- **AppPulse Web:** Measures the real-user experience of web applications from an end user's perspective. Highlights the most impactful performance and stability issues, so you can continuously improve the application user's experience
- **AppPulse Trace:** Tracks end-to-end transaction flow through service tiers to let you isolate problems to the line of code or the specific log message for the transaction.

Key Benefits

AppPulse Suite provides end-to-end visibility into the UX. Application teams can quickly isolate problems that negatively impact the UX and drill down to the root cause—from user actions, to network issues, down to the line of code or specific transaction log. The result: teams can achieve both the velocity and the

quality required to meet user expectations and business objectives.

Did You Know?

95% of DevOps managers say using application performance management (APM) earlier in the development lifecycle produces better quality applications.

HOWEVER, 53% of developers do not have full access to APM tools.

RESULT...

72% of application teams first learn about user experience issues through user complaints.²

<p>AppPulse Active Active Emulates application end users using synthetic transactions and detects performance and stability issues for web, mobile, and SaaS apps. See and fix issues before users are even aware of them.</p>	<p>Proactive monitoring Allows DevOps teams to proactively see and isolate issues by application, location, transaction, or component layer. Teams can quickly address the root cause of performance and availability problems.</p>	<p>Broadest technology support Lets you create synthetic monitors in minutes with the broadest set of protocols. Monitors the end-user experience from multiple locations inside and outside the firewall. Enables teams to monitor web, mobile, and cloud-based services.</p>
<p>AppPulse Mobile Measures the UX from an end user's perspective for native and hybrid apps. Detects their performance and stability issues and reports on them so you can understand the business impact.</p>	<p>User experience score Displays a single score from 0 to 100 that encapsulates the average overall UX of mobile apps based on performance, stability, and resource usage. Mobile teams can drill down to the root cause of application issues impacting the UX like Ulresponse time, crashes, and battery network usage.</p>	<p>User flows Provides a data-driven, graphical view of user engagement that follows user interactions with your mobile app screen by screen. Shows key metrics such as total number of sessions, number of users abandoning the app at that screen, and most popular user actions. When an application crashes it provides a reproducible scenario for troubleshooting.</p>
<p>AppPulse Web Measures the UX from an end user's perspective for web and single-page application pages. Detects their performance and stability issues and reports on them, so you can understand the business impact.</p>	<p>AJAX Provides visibility into the stability and performance of AJAX calls, and links them to the back-end, server-side transactions for deeper investigation and faster problem resolution.</p>	<p>Single-page application pages Monitors the real UX of single-page web application pages. Tracks perceived response times, analyzes impacting AJAX calls, and enables drill down for quick troubleshooting.</p>
<p>AppPulse Trace Allows DevOps teams to drill down into back-end, server-side transactions to isolate problems and diagnose issues—down to the code-and transaction-specific log level.</p>	<p>360-degree view of transactions Provides a holistic view for analyzing transaction behavior from the user interaction down to the code level, transaction flow, and logs.</p>	<p>Transaction log tracing Delivers a contextual view of log entries by correlating log messages across transactions for accelerated problem resolution.</p>

Table 1. AppPulse Suite: Proactive, Near-Continuous Tracking of Relevant Metrics

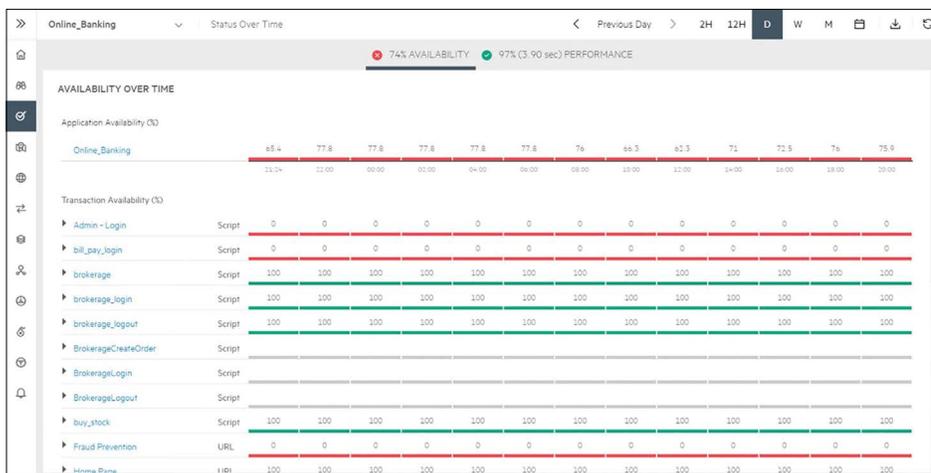


Figure 2. With AppPulse Active you can see your application status at a glance, check out synthetic transactions and locations in an application, and follow their status over time.

Measure, Monitor, Diagnose—and Accelerate Delivery

While the importance of a great UX is increasing, release cycles are shortening; 73% of applications have releases at least every month, and 16% have daily release cycles.

AppPulse Suite is a comprehensive SaaS APM solution that puts you in control of this high-velocity lifecycle. With synthetic and real-user transactions and transaction diagnostics, the suite gives application teams extensive insight into the UX so they can:

- Proactively identify application issues before users do

2 Dimensional Research: DevOps, APM, and the Digital User Experience; December 2015.

