MICRO FOCUS®

Real User Monitoring (RUM)

RUM is an application monitoring software solution that monitors applications' performance and availability for all users, at all locations, and at all time. RUM allows IT teams to capture live user sessions, measure response times, and see pages that caused problems- in essence, having a bird's eye view into application health. Next, teams can drill down to detailed RUM reports to get into the root cause of the issue quickly, significantly reducing the Mean Time to Resolve (MTTR). They are also able to easily replay real user sessions and use this information to create test scripts that reflect real life behavior.

What's New Over the Last 2 Years

- **Multi instance probe deployment** allows installation of more than one probe on a given machine, thereby giving better machine resource utilization for handling bigger amount of traffic, while the 200%+ improvement of the Probe Capacity further helps eliminate bottlenecks. Both feature help boost traffic bandwidth from 250Mbps to 1Gbps and significantly reduce the total cost of ownership.

- With **Docker Support**, it is now possible to monitor dynamically changing applications running on Docker environment, while also monitoring traffic between containers. This feature also supports container management software like Kubernetes and Swarm.

- With the support of the **NDC protocol**, RUM allows for ATM monitoring, a critical need for any finance institution. Banks' IT can now understand the availability of ATMs, average time taken by ATM to respond, how many errors have occurred, and so much more.

- The **Rejuvenated UI** gives users several enhancements for better visualization and productivity. With the **Data Extraction settings** users can configure user name detection and parameter extraction, while the **Session settings** allow for configuration of session identification, properties, and reset. The **Added application drop down list** provided users with the ability to change applications in the context of a single report and the **Enhanced Filtering** capabilities enable them to focus on the necessary sessions.

- We've also introduced several **Security** upgrades and added support for protocols for like ISO 8583.

Did You Know?

RUM supports various methods of capturing User Experience (Sniffer, Client Monitor, Mobile) for broad application types and protocols - web, mobile, cloud, legacy?

Maccabi Healthcare Services Ltd

"The Micro Focus APM tools were easy to implement and generated results quickly. The ability to integrate end-user monitoring and system monitoring into one console was especially attractive. We improved our availability from 80% to 99.61%."

ORY BARAK,
IT operations command and control team leader