



HP End User Management software

Data sheet



HP End User Management software supplies real-time visibility into application performance and availability from the user's perspective.

Improve visibility into and control of the end user's IT experience

HP End User Management software combines industry-leading synthetic and real-user monitoring to give your IT organization a high degree of visibility into and control over the complete user experience.

Designed to help align IT with the business, HP End User Management software provides comprehensive and integrated user monitoring. Using a combination of active business process emulation and passive real-user monitoring, HP End User Management software supplies real-time visibility into the user's quality of experience (QoE). By combining real-user visibility

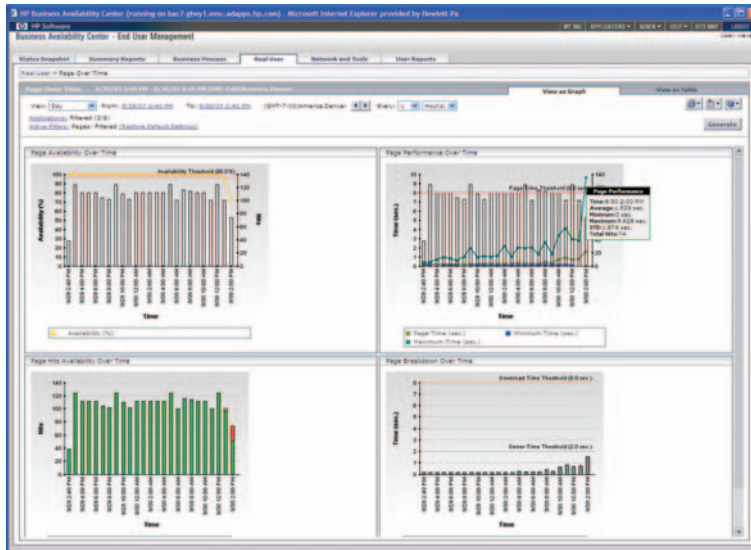
with the consistency and proactive nature of synthetic transactions, you get complete coverage in your end user monitoring. HP End User Management software enables your IT organization to rapidly isolate and quantify the scope of an issue, gauge the customer and business impact, and thereby prioritize and respond appropriately.

HP End User Management software lets you:

- Proactively monitor the end user's experience
- Assess the business impact when problems occur to prioritize IT's response
- Triage and isolate problems
- See and replicate real user behavior

These capabilities provide an integrated end user management solution to improve visibility into and control of the user's IT experience.

Figure 1. End User Management lets you proactively identify application performance problems before users are impacted



How HP End User Management software works

HP End User Management software consists of two integrated monitors for end-user management.

HP Business Process Monitor

HP Business Process Monitor software lets your staff use synthetic transactions—from multiple locations inside or outside your firewall—to identify availability and performance issues before they affect customers. This lets you capture accurate, consistent and repeatable performance and availability metrics to create a system baseline. Using this baseline, HP Business Process Monitor identifies key variations and trends that let you plan capacity effectively and quantify the value of IT investments or changes.

When problems arise, HP Business Process Monitor lets you isolate them by location, server, application, module and other factors for faster identification and resolution. Business Process Monitor provides a transaction breakdown by protocol to isolate the source of the problem. It also integrates with HP diagnostics software, allowing IT support teams to drill down quickly from a problematic transaction into the application tier where the problem originated.

HP Real User Monitor

HP Real User Monitor software lets you measure the online experience of your internal or external users. You then can gauge the business impact of performance issues and outages and isolate user trends in detail. Using a network probe, HP Real User Monitor listens to every request and response sent to and from web servers. It organizes the data by session for further

analysis and to help upstream and downstream teams collaborate. Real User Monitor business process recognition shows each navigation path and tracks the number of users. This usage information can improve capacity planning accuracy and to create quality and performance testing scenarios. For example:

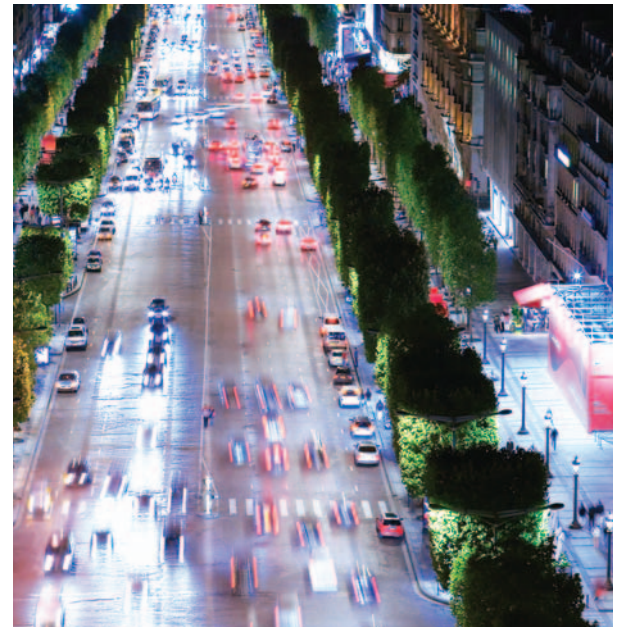
- Application support teams quickly can identify and replay transactions to better understand user interaction with the application.
- Development teams can replay to see specific application error codes and to determine what user action triggered the problem.
- Customer service representatives can replay the user's session to assist in resolving the problem live.

Your IT staff then can further analyze data from user interactions to determine if users in specific locations are experiencing performance issues, to define the scope of issues and to identify affected end users. They can collect IT statistics for trend analysis to manage QoE, proactively intervene before issues become visible to end users and avoid costly violations of service-level agreements (SLAs).

Broadest range of protocol support

HP End User Management software leverages more than 12 years of experience in application testing, tuning, monitoring and management to provide accurate emulation and measurement of end user business processes for web and non-web environments and packaged applications including Oracle® Siebel, SAP®, Oracle PeopleSoft, Oracle Applications, Citrix and others. HP End User Management software supports multinational, multilingual environments.

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Key Component of HP Business Availability Center

HP End User Management software is an integrated component of HP Business Availability Center software. Working with other HP Business Availability Center software products, it can help your IT organization align its efforts with business priorities. By linking monitoring data with the HP Universal CMDB software, HP End User Management software helps your IT staff quickly identify infrastructure-related root causes of end user problems.

Key features and benefits

- Escalates user problems to the correct IT groups.
- Prioritizes IT response based on customer and business impact.
- Identifies proactively end user performance and availability trends that need IT attention.
- Provides early warning and real-time alerts for performance and availability issues.
- Detects end user business process issues before customers are impacted.
- Reduces the business impact of end user outages and performance issues.
- Manages the customer's quality of experience.
- Enables drill down into HP's infrastructure monitoring, application diagnostics and transaction tracing capabilities to help resolve problems more quickly.
- Can be deployed in-house using HP and partner services or via HP Software-as-a-Service.

FAQs

Q: What is the benefit to using both synthetic and real-user monitors?

A: Today, both synthetic and real-user monitoring play a key role in providing a better understanding of user behavior. Synthetic monitoring simulates business transactions to provide a consistent, predictable measurement regardless of whether or not real users are using the application. Real-user monitoring provides critical insight into real-user experience and behavior as usage of common applications can vary dramatically.

Q: How does HP Real User Monitor software measure performance for different locations without deploying software or agents remotely?

A: HP Real User Monitor passively captures session data by connecting to a SPAN (or mirror) port, network tap or repeating hub. This approach allows HP Real User Monitor to capture every packet on the network individually and reassemble, parse and process every TCP/IP connection of interest individually for all users, from all locations, all the time.

Q: Does HP End User Management software comply with industry regulations such as HIPAA and SOX?

A: Yes. First, all data collected is encrypted and secured at the collection, processing and presentation layers. Sensitive data can be filtered out by administrators so it is not stored by the system.

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT service management courses. These offerings provide the training you need to realize the full potential of your HP solutions, optimize application performance, increase your network optimization and responsiveness and achieve better return on your IT investments.

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