DARE
TO SEE IT ALL

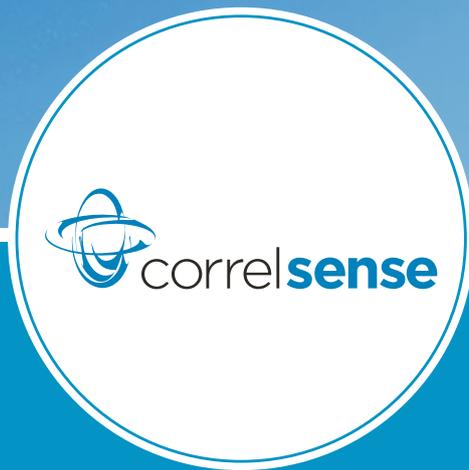correl**sense**

SharePath Real User Monitoring

Introduction

SharePath RUM (Real User Monitoring) is a software solution that manages application performance by examining the end-user's perspective. It provides a real-time view into the service levels your end-users are getting, including availability, response times and service level agreements (SLAs). By measuring the end-user experience as it is perceived on the desktop, you get an accurate picture of what the service levels really are.

In addition, SharePath RUM provides trending analysis and advanced reporting capabilities that help to quickly isolate user experience problems by identifying if it is a data center issue, a network issue, or a browser-side rendering issue.

Features and Benefits

SharePath RUM provides you with:

Visibility into application and transaction response times

SharePath automatically detects transactions and tracks their hop-by-hop flow to create a real-time representation of your environment (including all applications, components, and infrastructure) as well as true measurements of response times, bottlenecks, and service-level performance across the data center and deep into your code.

Awareness of the actual end-user experience

Never miss an interaction across multiple locations, platforms, applications, and timeframes. Unlike synthetic monitoring or byte code instrumentation products, SharePath collects data about 100% of your production transactions rather than samples that can miss important events.

Dashboard and reports for everyone

Whether you are in IT Operations, Application Support, Development or any position which requires consistent application performance, SharePath provides role-based dashboards and reports to help you do your job more effectively, and focus on what really needs your attention.

Fast identification of performance issues

With one-click problem isolation, you can pinpoint the root of a problem, even for the most intermittent and complex issues.

Proactive prevention of outages

By comparing application and transaction behavior across different revisions, performance problems can be immediately identified, even before rollout, preventing business losses due to downtime.

Monitoring of all your applications

Most organizations have more than just Java and .NET applications. With SharePath RUM, you benefit from the unique ability to track individual transactions across virtually any system including LDAP, ESBs, MQ, SSO, C/C++, Oracle Forms, and Documentum. Regardless of the infrastructure (cloud, virtual, data center or hybrid) or architecture (C++, C#, Java), SharePath RUM just works.

Service level management and assurance

Discover how integration layers and shared services affect the overall performance of your applications and transactions.

Resolution in minutes

SharePath RUM APM software dashboards provide a real-time view of your applications so you can quickly see problems and drill down to details to get to the root cause within minutes rather than hours or days.

Transaction Monitoring

- End-to-end monitoring

- Monitor all transactions, 24x7

- Measure response times, network latencies, and browser rendering times

- Collect all metadata associated with a transaction, including all request details and response codes

Analysis

- Transaction profiling for analyzing behavior over time

- Trending of volumes and loads

- Advanced performance analytics

Alerting

- Alerts on SLA violations
- Integration with NOC products
- Service level alerts

Reporting

- Advanced transaction performance reporting
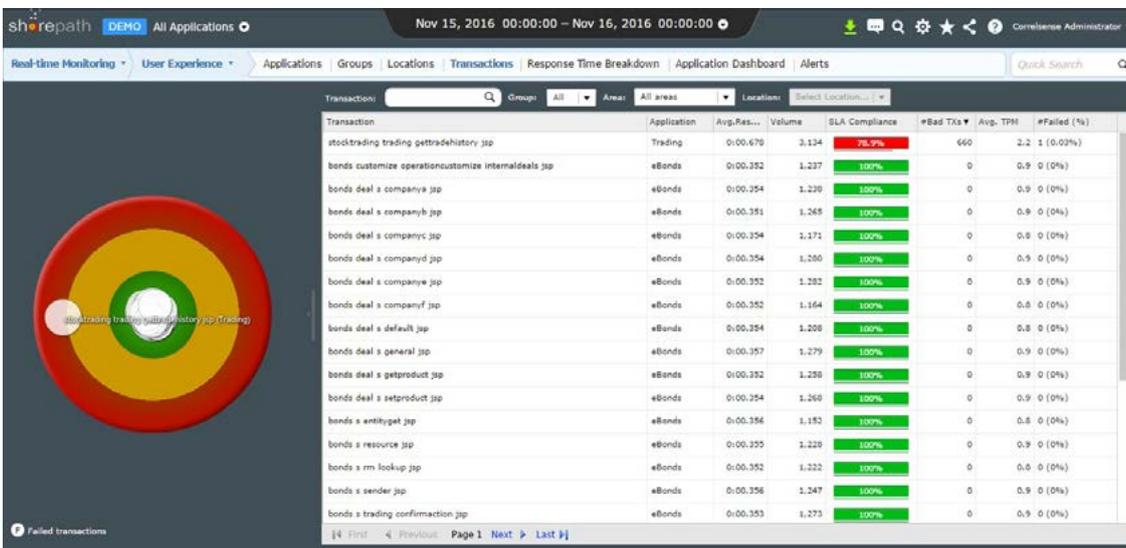- Change-impact analysis reports
- Service level reports

Dashboards

- SLA dashboard
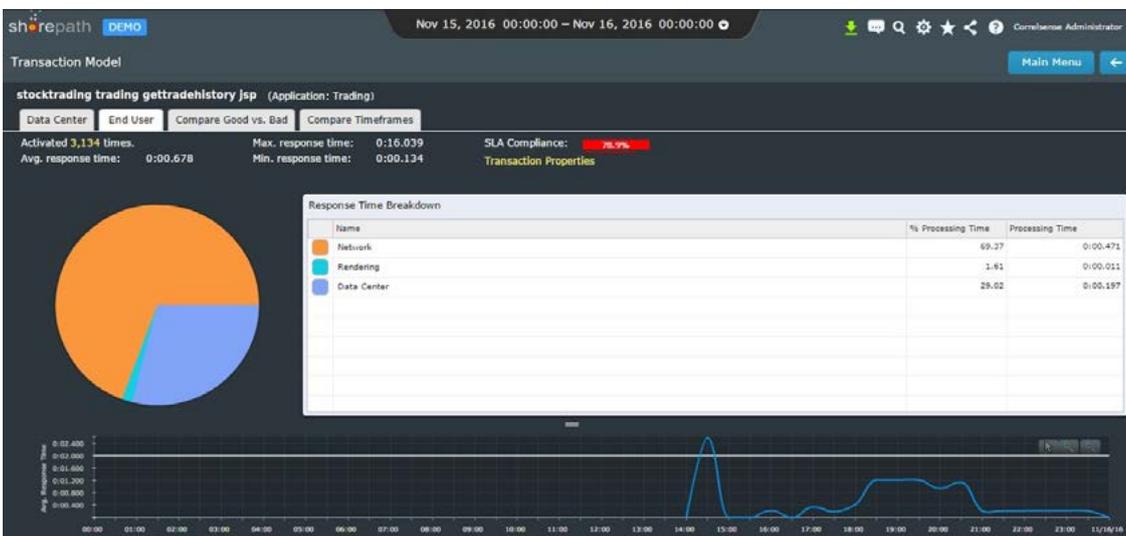- Workload and volume analysis and trending

Other Features

- Support for cloud application
- Monitored applications
- Monitored servers
- Browser rendering time measurement
- Rich ("fat") client support
- Transaction hop-by-hop tracking
- NoSQL based big data repository
- Full text transaction search
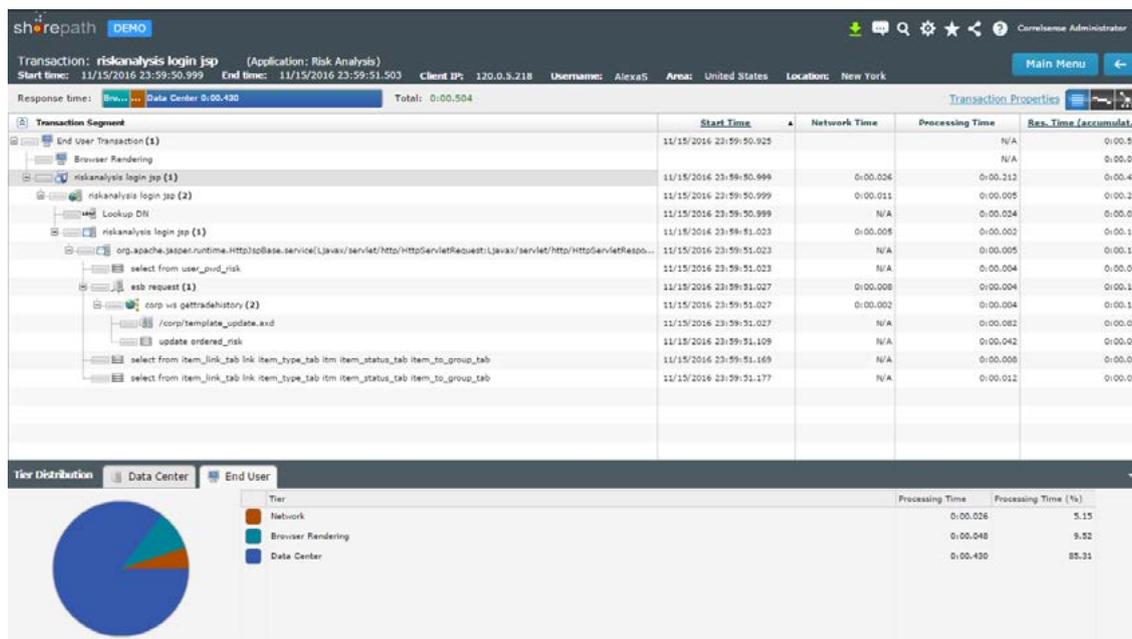- Transaction flow detection and dependency mapping

Screenshots

SLA Watch. This is the main dashboard for a real-time view of how transactions are performing and which transactions or applications require immediate attention.

Transaction Model. This view shows how a transaction is performing over time, and displays ratios for data center, network, and rendering times, which together compose the overall response time and end-user experience.

Transaction Tree. The transaction tree shows the exact time spent on browser rendering, network and data center processing for a specific, discrete end-user request.

Architecture

The architecture of the solution includes three main components:

1. A desktop measurement tool that assesses response times on the end-user's desktop.

2. Front-end collector that measures response times on the data center's front-end(usually a web server or a proxy).

3. SharePath Server which acts as a backend processing, analysis, repository, and user-interface application.

Concept of Operation

The following key metrics are collected for each end-user request:

Overall request response time: as measured from the end-user's desktop

Data center response time: as measured on the front-end servers

Network time: time spent on the network between the end-user and the data center

Rendering time: time spent on the browser for handling a response, for example: view the page

These metrics are associated with other metadata collected such as URL request, transaction payload, headers, cookies, network volume, etc.

The collected data is then sent to the backend server, where they are analyzed.

The type of transaction is automatically classified, and the analyzed metrics are stored to generate a wide range of dashboards and reports.

Supported Platforms

Apache, IIS, ASP, ASP.Net, JVM, J2EE, C/C++, Forms, PHP, Documentum, MQ, DCOM, and more.

Web Servers
All common web server front-ends are supported.

Mobile Applications
RUM for Mobile applications allows customers to access your services anywhere, anytime. It also enables them to build real-user-monitoring into their native mobile applications, and use SharePath RUM to capture and analyze the user experience exactly as it is perceived on the user's mobile device.

Page Collector
The Page Collector is a lightweight JavaScript (JS) which is automatically injected into your application's web pages, enabling real-user measurements without deploying software on end-user devices.

RUM for Mobile
SharePath RUM introduces a new capability which allows to logically group multiple requests into a single logical user activity. This provides the ability to accurately capture, measure and manage the user-experience in applications that leverage modern web technologies.

Citrix

Rich client and Citrix applications are used widely in enterprise environments, however a big blind spot for enterprises when it comes to providing visibility of any applications, is delivery of services via Citrix. Many of Citrix XenApp applications are Desktop Rich Client, which can interact with back-end services such as databases, application server and, web services. SharePath RUM provides a full Data Center trace of user transactions from a click in the Rich Client to the last call on the database.

Desktop Applications

SharePath RUM traces transactions for any desktop application.

Browser

SharePath RUM tracking capabilities work with all common browsers.

Desktop Measurements

Agentless Measurements

Real user desktop metrics are measured using a JavaScript which is easily embedded into the web application. Agentless measurements are supported for all commonly used browsers, including Internet Explorer 6 or above, Firefox, Chrome and Safari.

Using a browser plugin

SharePath can measure desktop metrics by using browser plugins to intercept HTTP requests. Plugins are available for Internet Explorer (BHO), Firefox and Chrome.

BHO is installed as an Active X control on the browser machine.

BHO is supported on Internet Explorer only, versions 6, 7 and 8.

About Correlsense

Correlsense is a leading enterprise Application Performance Management (APM) company, delivering customer and value by ensuring that all business-critical applications perform effectively. SharePath, its flagship product, is the APM product of choice for business and IT operations managers who rely on complex enterprise applications. Correlsense paints a complete and dynamic picture of IT service levels and performance, and offers real-user monitoring of applications that span mobile, SaaS, cloud, data center and legacy platforms. SharePath customers include some of the world's largest financial, telecom, utilities and healthcare firms.

For more information, visit **www.correlsense.com**