

# BMC TrueSight App Visibility Manager

Track and measure user activity at the individual or location level—on premises or off.

## BUSINESS CHALLENGE

User expectations are changing. Modern users expect easy, instant, anywhere services for every application they use. Today, there are 10 billion connected devices; by 2020, that will double to 20 billion devices representing a \$1.2 trillion market.<sup>1</sup> Seventy-one percent of IT leaders understand that mobile is transformational for their business strategy. But only 18% of those leaders have a comprehensive strategy to deal with it.<sup>2</sup>

IT operations management and application developers are tasked with delivering services instantly and navigating the increasing complexity and potential points of failure. IT must respond or risk the business missing the market.

## THE BMC SOLUTION

TrueSight App Visibility Manager goes beyond application performance monitoring to provide deep insight into the user experience.

- Get real-time, end-to-end visibility, from a user transaction to a single line of code.
- Analyze multiple factors across user sessions to proactively identify errors before users are affected.
- Automatically pinpoint anomalies and isolate performance issues by user, network, or host time.
- Look at a single user, a specific transaction, or an entire customer group or location for diagnostics, capacity planning, change management, and service level management.
- Enable—and manage the impact of—emerging technologies such as virtualization and cloud-based services.
- Implement as either a hosted service, an on-premises solution, or in a hybrid model.

### Sources

<sup>1</sup> <http://mobilefuture.org/resources/lets-talk-connected-devices-infographic/>

<sup>2</sup> <http://www.zdnet.com/article/infographic-the-three-things-confounding-cios-going-mobile/>

## KEY BENEFITS

### End-user experience insight

- Truly understand your users' experience to manage your business-critical apps.

### Deep application performance visibility

- Pinpoint which users, transactions, and application calls are impacting performance.

### Proactive problem solving with application diagnostics

- Get application diagnostics, deep-dive analytics, and robust reporting to enable faster issue resolution.

### Transaction tracing

- Efficiently isolate application problems, including failed transactions, at the level of individual lines of code and SQL statements.

### Integrated monitoring on-premises or off

- Manage cloud-based, on-premises, and hybrid applications from a single interface.

## TECHNICAL SPECIFICATIONS

### Monitor business transactions for:

- Web (HTML)
- Client-server databases
- Java EE applications
- .NET framework applications
- Web services
- ERP and CRM applications

## END USER EXPERIENCE & USER TRANSACTION PROFILING

BMC delivers both real and synthetic end-user experience management capabilities within TrueSight App Visibility Manager. TrueSight captures and securely stores web activity for every user session, including every page, object, error, and all associated timing.

- Gain instant visibility into web applications with views into service-level performance, incidents and errors, and performance metrics with geographic drill-down capability.
- Combine real-time end user visibility with behavior learning analytics to detect problems faster and prioritize issues based on service levels and impacted users.

End-user visibility combined with the right level of application and infrastructure monitoring and analytics for complex event processing gives IT the insight to rapidly pinpoint problems and restore service faster.

## APPLICATION COMPONENT DISCOVERY & MODELING

TrueSight App Visibility Manager has a dynamic map that is built into the backend to easily reveal areas of sensitivity.

- Drill down into individual tiers, or delivery components, such as Java, .NET, middleware and even database information.
- Pinpoint impacted components so that IT can assign the right resources to fix the problem.

## APPLICATION DEEP DIVE

TrueSight App Visibility Manager creates rich infrastructure dashboards that give IT a measure of component health with a green light, red light, yellow light mechanism.

- Quickly discover what transactions are not occurring properly and isolate reports to see what is normal for this particular activity.
- Drill down into these deep diagnostics without a separate tool.
- Simultaneously monitor end-user experience and application health.

## REPORTING & APPLICATION DATA ANALYTICS

TrueSight App Visibility Manager eliminates guesswork. Instead of relying on the narrow health metrics of domain specific tools, TrueSight aggregates that data to pinpoint problems so that IT can restore service faster.

- See metrics across the entire enterprise for a holistic view of the performance of every application.
- Drill down to find root causes faster with easily customizable and interactive dashboards.

TrueSight App Visibility Manager is a complete application performance management solution. No matter where your applications are hosted, this approach delivers real-time, end-to-end visibility from an end-user transaction to a single line of code. Gain real-time, real-user application performance monitoring that is purpose built for IT operations to detect and analyze user experience issues.

## Supported event types

- Application events, such as crossing a latency threshold and percentage of errors
- Application server events, such as JMX metrics, thread pools, and connection pools
- System health events, such as issues with a BMC Application Diagnostics Agent, a BMC Application Diagnostics Collector, or the BMC Application Diagnostics Portal

## Event integrations

The following integrations are supported:

- TrueSight Infrastructure Management
- SNMP
- SMTP
- Syslog
- CSV

## FOR MORE INFORMATION

To learn more about BMC TrueSight App Visibility Manager, please visit

<http://www.bmc.com/it-solutions/app-visibility-manager.html>

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.

**BMC – Bring IT to Life.**



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