



## HP Real User Monitor software

Data sheet



HP Real User Monitor software measures the online experience and behavior of your users from across your enterprise when you need to manage and improve the real-user experience.

### Understand applications from the end user's perspective

If your online applications fail to perform as expected, end users won't wait for you to fix the problem. Instead, customers will go to a competitor, and employees will flood your help desk with complaints, increasing the cost of servicing them.

It's critical that your applications are available and responsive to your users' demands. The traditional systems-centric approach won't help. You need to understand your applications from the end user's perspective and proactively manage the quality of service.

HP Real User Monitor software lets you:

- Track the performance and availability delivered to every end user
- Drill into problems as they occur in real time
- Use valuable, real-user information to improve your business alignment, security, application design and quality assurance (QA) processes

To solve production problems, 80 percent of the time is spent identifying the problem, and 20 percent is spent implementing the change. HP helps you significantly reduce the time it takes to identify problems.

## Achieve complete visibility

HP Real User Monitor gives you complete visibility into real-user experience and behavior and helps you quickly resolve problems.

- Capture live customer sessions to quickly spot and resolve intermittent problems. See where they clicked as well as the pages and errors they saw when they experienced a problem.
- Drill down from a real-user session into HP diagnostics software and systems monitors in context with HP Business Availability Center software.
- Create test scripts from production user sessions to test for reality, and replicate production problems in test.

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## Make better decisions

With HP Real User Monitor, you can:

- Understand the business impact of performance and availability incidents.

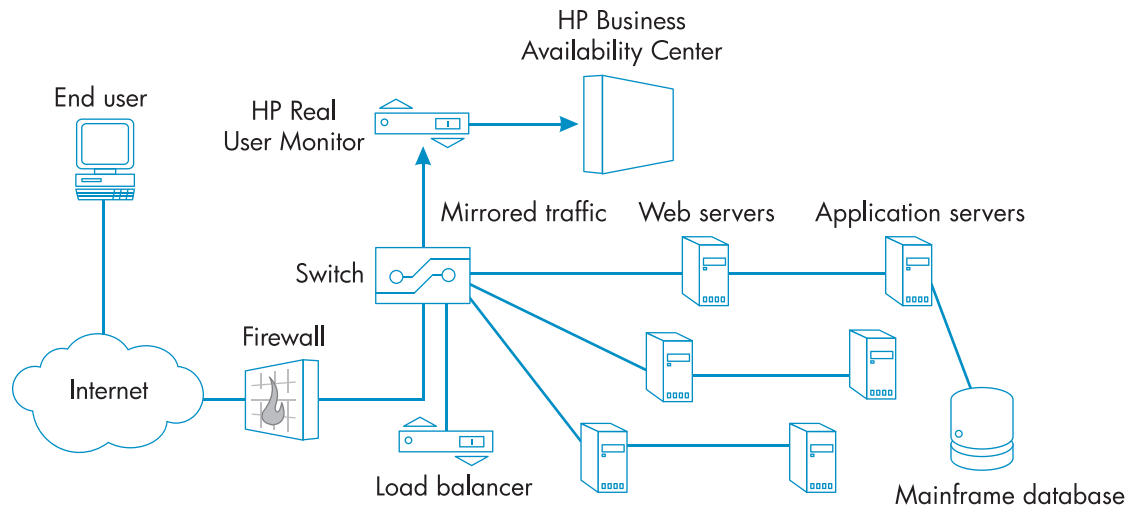
- Prioritize your response when responding to multiple problems. This helps IT to work on the right problems in the right order.
- Track groups of users to gauge the effectiveness of marketing campaigns by monitoring for specific site search terms or changes in page traffic.

For example, you can see how many users are applying for loans, transferring money and purchasing stock, and you can even see what stock they are purchasing. You can also track real-time threats that can indicate a security threat, such as a dramatic increase in attempted log-ins that failed.

## Improve application quality

With HP Real User Monitor, you can:

- Capture actual error messages and generate scripts in HP LoadRunner software for load testing and business process monitoring to decrease script creation time for QA and operations.
- Provide actionable data from operations to development and QA teams, accelerating the time to resolution for a production issue.
- Go beyond a single user's experience. Capture the real load profile and application performance signature so that your testing teams can test for reality, reduce their test cycle times and run more tests to decrease the number of defects in production.



## How HP Real User Monitor works

Using a passive network probe, HP Real User Monitor is plugged into the same switch used by application web servers.

- As user traffic passes through the switch, HP Real User Monitor listens to every request and response sent to and from your servers.
- HP Real User Monitor tracks individual user data from the browser to the specific web server that handles the user's request.
- As security and privacy are major concerns for IT and lines of business, HP Real User Monitor can filter collected data to determine that your most sensitive data is not compromised.

## End-user management

HP Real User Monitor is a key part of HP end user management software. HP end user management software combines the passive, real-user monitoring capabilities of HP Real User Monitor and HP Client Monitor software with the active monitoring of HP Business Process Monitor software for greater coverage.

## Part of HP Business Availability Center

Working with other HP Business Availability Center applications, HP Real User Monitor can help your IT organization align its efforts with business priorities. By storing monitors in HP Universal CMDB software, HP end user management software helps your IT staff quickly identify infrastructure-related root causes of end-user problems.

## FAQs

Q: How much overhead does HP Real User Monitor add to the application?

A: None. Unlike agent-based products, HP Real User Monitor does not compete with users for valuable resources.

Q: Do I have to put agents on my servers or desktops to measure performance and availability?

A: No. HP Real User Monitor uses an agentless approach and collects performance and availability data from a span port or tap on network devices.

Q: I already use HP Business Process Monitor to simulate users. Why do I need HP Real User Monitor?

A: Today, synthetic and passive monitoring plays a key role in providing a better understanding of user experience and behavior. Synthetic monitoring consistently simulates business transactions to provide a consistent and predictable measurement regardless of whether real users are using the application. This makes an IT organization proactive by letting application problems become known before they affect users. Passive monitoring provides critical insight into real-user experience and behavior as their usage of common applications can vary dramatically. If users have a problem, they are identified and addressed. Additionally, user errors are tracked to provide a feedback mechanism, notifying application teams of these problems.

Q: Is HP Real User Monitor secure enough to comply with industry regulations such as HIPAA and SOX?

A: Yes. First, all data collected is encrypted with security features at the collection, processing and presentation layers. As administrators determine that certain data created by the end user is sensitive, they can filter out the information so it is not stored by the system.

Q: How does HP Real User Monitor 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 lets HP Real User Monitor 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.

## Key features and benefits

- Captures and tracks real-user experiences to help you better understand real-user behavior
- Tracks key business events as they occur
- Drills into problems as they occur in real time
- Generates real-world test scenarios and scripts within HP LoadRunner
- Captures an exact snapshot of errors that a user encounters to improve problem isolation
- Optimizes application lifecycle activities
- Identifies potential security issues

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