HPE Business Process Monitor

Proactively monitor end-user experience

At a glance

HPE Business Process Monitor (BPM) software proactively measures the end-user experience by executing controlled, repeatable transactions from multiple locations—inside or outside your firewall—to identify availability and performance issues before they impact your customers.

You can view your Web, mobile, and traditional applications the way your users experience them: How long is it taking to log in, to look up an item in a catalog, and to complete a purchase. You can also monitor external cloud-based services your business depends on for performance and availability.

And when delays occur, HPE BPM shows you the elapsed time across key end-user metrics, transaction by transaction, so you know where to focus your efforts to get the application fixed quickly.

HPE BPM is available both on premise and as an HPE SaaS solution.

Be one step ahead

In today's competitive environment, organizations must find new ways to improve operational efficiency while providing customer satisfaction. Managing applications with first-rate customer quality of experience can be a challenge when you use the traditional systems-centric, bottom-up approach to application management. The bottom-up approach is not scalable to handle ever-changing, distributed environments and challenges.

To see an end-to-end business service, operations teams relies on having data for each component and setting a threshold or status check for everything that can go wrong. In essence, systems monitoring focuses on looking for what could go wrong instead of focusing on the desired results. Web applications, enterprise applications, composite applications, mobile, and cloud make this approach impossible to deploy and maintain.

HPE BPM takes a fundamentally different approach to managing applications, starting by focusing on the experience that your operations organization is striving to deliver to the end user. By monitoring from the end user's perspective, you can validate performance and availability across all tiers and infrastructure components, even if you don't monitor each individual component. You can focus on a small subset of things that must work to satisfy the end user instead of an endless list of things that could go wrong.

Most importantly, effective end-user management allows you to put raw systems data into context to provide actionable information. Our top-down approach enables you to better identify, isolate, and solve problems while making more effective business decisions.

FAQs

Q: How much overhead does business process monitoring add to an application?

A: Business process monitoring has the same load as a single user.

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

A: No. HPE BPM uses an agentless approach and collects performance and availability data from various POPs.

Q: How does HPE BPM measure performance from different locations?

A: We recommend that customers deploy HPE BPM in the data center and in each location where users reside. For monitoring Web-based applications outside the firewall, we recommend placing HPE BPM at various POPs on the Web.

Part of a complete solution

HPE BPM software is an integrated component of HPE Application Performance Management (APM) software. Working with other products within the HPE APM solution can help your operations teams a higher quality of experience for today's complex applications.

By linking end-user monitoring data with the infrastructure performance in our business service management (BSM) run-time service model, allows IT staff to quickly identify infrastructure-related root cause of end-user problems. The software can be deployed in-house using HPE and partner services or through HPE Software as a Service (SaaS).

Broad range of protocol support

HPE BPM software leverages more than 50 protocols that emulate and measure end-user business processes of Web and non-Web environments, including cloud, mobile, Citrix®, SAP®, Oracle PeopleSoft, Oracle Applications, and others.
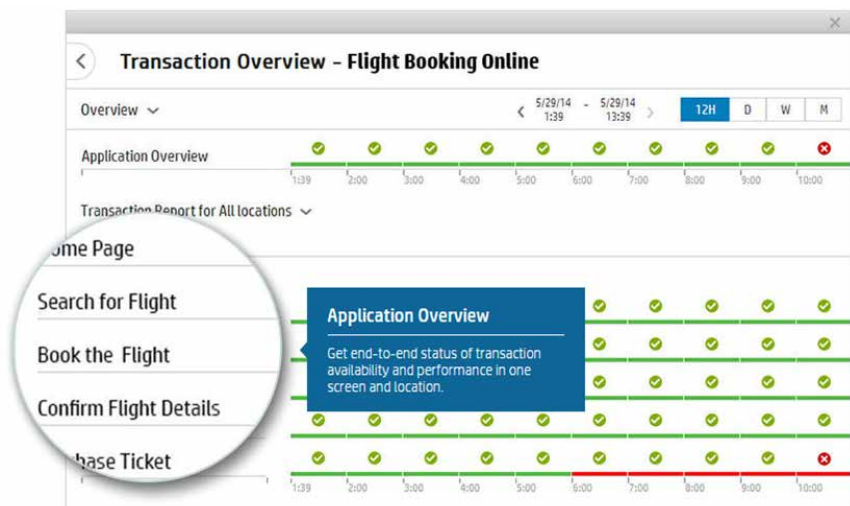

Figure 1. Easily spot end-user performance and availability issues

Figure 2. Application response time over time of each transaction and locations

Key features and benefits

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Visibility into the user experience	Gain visibility into application performance trends and baselines. BPM provides consistent, predictable measurements that help you associate the business impact with its root cause and review affected service level agreements.
Active monitoring	Get proactive measurements of the user experience for all types of applications, including enterprise, hybrid, cloud, and mobile.
Predictive analytics alerts	Uses self-learning algorithms to analyze the behavior of the applications performance, detect abnormal behaviors, and infer possible root causes. If the analytics engine detects behavior, which is significantly different from the baseline, it reports the anomaly and identifies the transactions and locations that experienced abnormal behavior. This allows your technology teams to get an early warning of potential problems with your application via active monitoring— before the business is impacted.
Isolate root causes and remedy issues quickly	Powerful integration with HPE Diagnostics, HPE Service Health Analyzer, and the BSM foundation enable collaboration between application development and support teams.
Complete end-user management	HPE APM combines synthetic (HPE BPM) and real-user monitoring (HPE Real User Monitor) to give your technology organization a high degree of visibility and control over the complete user experience. Application performance and availability information collected by these two monitors are viewed in combined reports and dashboards. Bringing together this information and dynamically linking it to the infrastructure, provides a comprehensive, actionable, and relevant context to all stakeholders.
Service level management	Define, track, and report on service levels for your application from the business perspective.
Application lifecycle management solution	Leverages industry-standard HPE Performance Center, HPE LoadRunner, and HPE Unified Functional Testing scripts.
HPE BPM Anywhere service	Delivered by HPE SaaS, which maintains points of presence (POPs) in key geographic locations around the world, leveraging an extensive global network of large ISPs. The collected data is sent to your HPE BSM platform, allowing you to correlate the end-user experience from both inside and outside the firewall.
HPE BPM scripting	Delivered by HPE SaaS, build, support, and maintain the BPM scripts throughout the term of the engagement at an additional cost.
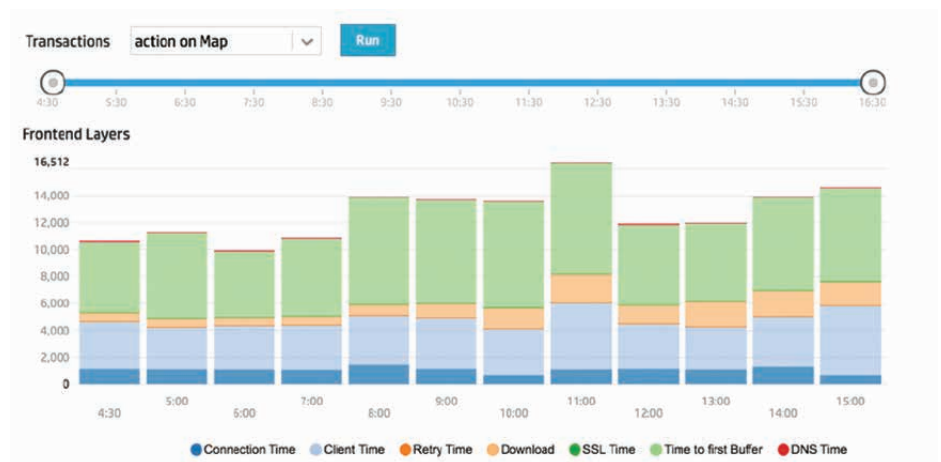
Figure 3. Layer investigation report

How HPE BPM works

HPE BPM executes scripts that the HPE Virtual User Generator feature generates in production to create active transactions that simulate complex business processes against applications. It's similar to having real users access the application. When users interact with applications, their actions involve a set of requests that traverse technology components such as firewalls, switches, load balancers, Web servers, application servers, databases, and mainframes. These requests generate a response, which HPE BPM first validates for accuracy. The monitor then captures the response time and availability metrics.

HPE BPM allows you to emulate even the most complex, multi-step transactions in almost any environment. As many customers already use the Virtual User Generator to create load testing scripts for HPE LoadRunner software or HPE Performance Center software, the scripts already exist in your quality assurance (QA) team. This lets you save time and effort creating end-user monitors. If it is important enough to test in pre-production, it should be just as important to monitor a business process in production. HPE BPM sends availability and performance data to the HPE BSM console for reporting and real-time visibility. You manage HPE BPM from this console, including tasks such as setting alerts, setting service thresholds, and managing scripts.

Learn more at
hpe.com/go/apm

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