Hewlett Packard Enterprise

HPE AppPulse Active

Proactively resolve application issues with synthetic monitoring to reduce user abandonment

Key features

AppPulse Active is an on-demand SaaS synthetic monitoring solution for proactive application performance management.

AppPulse Active includes:

- **Single-pane-of-glass view:** Allows you to monitor Web and mobile apps and cloud-based services.

- **Layer isolation:** Shows data by app, location, or transaction to help you quickly identify where the most time was spent whether on client, network, or server.

- **Failure log:** Displays details of error messages for selected locations or transactions and allows you to drill even further using the transaction analytics of HPE AppPulse Trace to investigate down to the line of code on the server side.
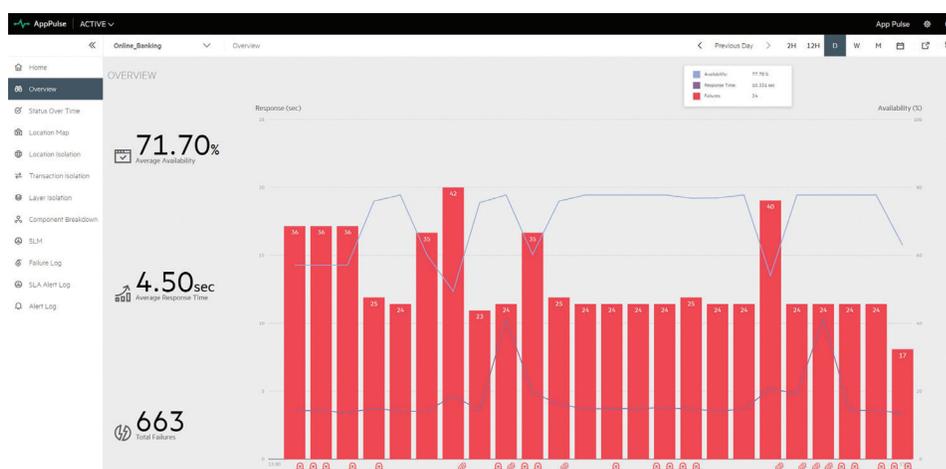

Figure 1: Dashboard: Check your app status at a glance: View all synthetic monitor transactions and locations of an application and their status over time

Figure 2: Transaction isolation: Check to see how an application complies with SLAs preconfigured thresholds

Solution overview

Identify app issues before your users are aware

To meet ever-rising user expectations, should you monitor applications reactively or proactively? It all comes down to whether you want to manage an app issue after it has happened or fix it before it causes a detrimental impact on your business.

More than 70 percent of the time, businesses learn about application performance problems from their end users—and this is the most expensive way to monitor applications. Slow reactive approaches to performance monitoring drive up operations costs with lengthy war-room meetings and slow mean time to repair.

Ultimately, this leads to unhappy end users—who may abandon your app and take their business elsewhere.

Synthetic monitoring tools allow you to develop and record scripts that emulate the steps taken by real users against your business services. These "robotic playback engines" proactively identify performance and availability problems.

These are among the capabilities of HPE AppPulse Active, a synthetic monitoring solution that emulates application end users and detects performance and stability issues for Web, mobile, and cloud-based apps and a wide range of desktop technologies. With HPE AppPulse Active, you have the tools you need to see and fix issues before your users are even aware of them.

Figure 3: Location map: See geographically where performance and availability issues are taking place over time

Figure 4: Status over time: Check out all synthetic transactions and locations in an application and their status over time
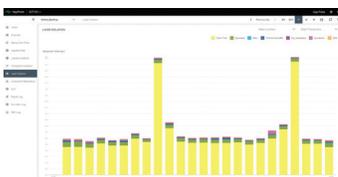

Figure 5: Layer isolation: View the transaction layer response times for a selected transaction at a specific location

Take control with HPE AppPulse Active

With HPE AppPulse Active, you can take control of monitoring on a 24x7 basis. Synthetic monitoring never sleeps and never takes a day off. HPE AppPulse Active gives you the ability to create synthetic monitors in minutes using the industry's broadest set of protocols.

Based on the industry standard, HPE LoadRunner, HPE AppPulse Active offers more than 35 protocols. The scripts used in HPE LoadRunner are easily exported to HPE AppPulse Active, and you can reuse them from development to production.

You can monitor the end-user experience from multiple locations inside and outside the firewall, including your Web, mobile, and cloud-based services. This expansive view helps your DevOps teams proactively see and isolate issues by application, location, transaction, or component layer—so you can quickly address the root cause of performance and availability problems.

AppPulse Active: a closer look at the key capabilities

- **Single pane of glass:** See all performance data and alerts in a single view and drill down to areas of interest to investigate things further.
- **Status over time:** Check your app status at a glance. View all synthetic monitor transactions and locations of an application and the status over time.
- **Location map:** See geographically where slowdowns and outages are taking place currently and over time. See how performance issues and outages are affecting the user experience around the globe.
- **Location isolation:** View the availability or performance status of an application by location. Locations are sorted by severity and the worst five locations are included in the report's graph by default. Select additional locations from the list on the left of the graph.
- **Transaction isolation:** See the availability or performance status of an application's transactions, for selected locations. Transactions are sorted by severity and the worst five transactions are included in the report's graph by default.
- **Layer isolation:** Isolate your data and view the transaction layer response times for a selected transaction at a specific location to discover where the most time was spent on client, network, or server to improve the user experience.
- **Component breakdown:** Pinpoint the root cause of a performance issue at the instance level. See historically how code changes are affecting the user experience. Is the new code hard for your infrastructure to deliver the content in a timely manner? Is the hardware overloaded or sluggish?
- **Service level management (SLM):** Create, track, and monitor service level agreements. See how an application complies with SLAs with preconfigured thresholds. Keep your application team and your third-party applications in check.
- **Logs:** See failure, SLA, and alert logs that are related to application status changes. Keep a watchful eye on the overall health of your application and be alerted early before your users are affected with 24x7 coverage.

Quantifiable benefits

What could AppPulse Active do for you? Consider these results with Independent Health:

- Saved 36 hours a month IT time by reusing scripts.[1]

- Improved average app response time—from 12 seconds down to 4.

- Improved call center data access—making it 60 percent faster.

Why HPE AppPulse Active?

HPE AppPulse Active is cloud-based, so there is no complex software to install and maintain. It's literally up and running in five minutes. This synthetic monitoring solution is based on the industry standard, HPE LoadRunner, so there are a breadth of application protocols supported—not just those for Web apps. Scripts can be reused from development to production. Script reuse means reduced cost—less time scripting lowers the cost per project. And improved script quality means reduced risk.

Record and replay without scripting skills

HPE AppPulse Active uses HPE TruClient, an innovative, browser-based virtual user generator (VUGen) that supports simple Web as well as modern JavaScript-based applications. Behaving like a true browser client, HPE TruClient provides interactive recording and scripting, which makes scripting faster.

Among other benefits, HPE TruClient:

- Significantly reduces script maintenance

- Uses UI-level recording to remove the need for programming and correlations, enabling even your nontechnical business users to participate in the monitoring process

- Simplifies scripting and reduces the time to create and customize scripts

[1] **Independent Health Case Study**

An integral part of an end-to-end APM solution

AppPulse Active integrates seamlessly with two other members of the HPE AppPulse Suite—AppPulse Mobile and AppPulse Trace—to form an indispensable end-to-end solution. Working together, these components create unprecedented visibility for mobile, Web, and server-side apps and services, which extends the business value of the solution.

The integrated AppPulse Suite provides:

- **A consistent user experience:** Easily navigate among three modules of the AppPulse Suite with a consistent look and feel and streamlined flows for synthetic, real-user, and transaction analytics.

- **Reduced triage times:** When HPE AppPulse Active proactively identifies an availability problem with a Web app, your teams can use HPE AppPulse Trace to drill from a specific failure to the exception on the server side. This enables fast decision making that reduces triage time and cost, while delivering a great user experience.

To start a free trial, go to **saas.hpe.com/ signup/try/AppPulse-Active**.

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