

MERCURY END USER MANAGEMENT

Mercury End User Management supplies real-time visibility into application performance and availability from the end user's perspective.

Mercury End User Management is a powerful combination of software and best practices that gives your IT organization a high degree of visibility into, and control over, the customer (user) experience.

Designed to help align IT with end-user business processes, Mercury End User Management provides a comprehensive, integrated user-monitoring solution. Using a combination of active business process emulation, real-user monitoring from all domains, and client monitoring of selected workstations, Mercury End User Management supplies real-time visibility into the user quality of experience (QoE). Employing three integrated monitors, Mercury End User Management enables your IT organization to rapidly isolate and identify the scope of an issue, gauge the customer and business impact, and thereby prioritize and respond appropriately.

Mercury End User Management enables you to:

- Proactively monitor the end user's experience.
- Assess business impact when problems occur to prioritize IT's response.
- Triage and isolate problems.

These capabilities enable an integrated end-user management solution for all scenarios and environments.

HOW IT WORKS

Mercury Business Process Monitor

The lack of a historical baseline illustrating typical user behavior can make it difficult to recognize trends that may ultimately lead to problems. Mercury Business Process Monitor™ provides proactive business process emulation, enabling the use of consistent, repeatable transactions to monitor applications. Applied on a periodic basis, Mercury Business Process Monitor provides a baseline against which current behavior and trends can be measured and compared. Using an accurate baseline enables configurable alerts to be set at threshold levels above the norm, yet below failure, giving IT organizations the ability to monitor and detect performance and availability issues well before users are affected.

Mercury Real User Monitor

Mercury Real User Monitor™ captures key user performance metrics, such as round-trip time, availability, and application errors, from all users, at all locations, at all times. Using statistics monitored by Mercury Real User Monitor for trend analysis enables your IT organization to intervene before issues arise, and helps you meet performance and service-level goals. You can use Mercury Real User Monitor to quickly quantify the business impact of an event by drilling down to identify the precise number of users affected, and the specific IP domains impacted. In addition, you can use Mercury Real User Monitor to help

prioritize resolution efforts and better manage the quality of experience for all users with a high degree of granularity. It reduces cost of testing by providing out-of-the-box Mercury LoadRunner® scripts that can integrate into your test environment real-user scenarios with the application.

Mercury Client Monitor

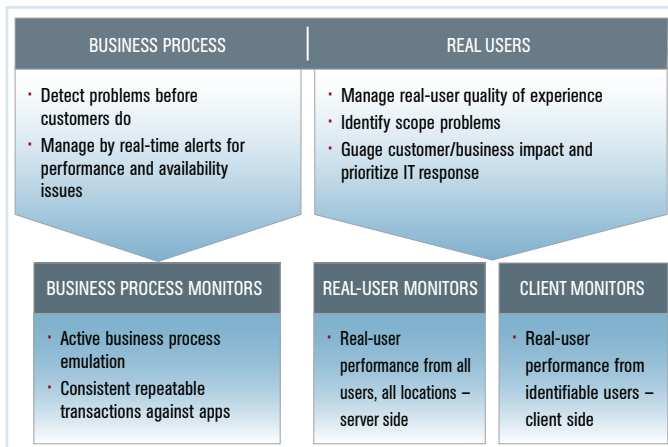
Performance problems or service disruptions on key workstations, such as call centers, retail kiosks, or enterprise resource planning and customer relationship management clients, can severely impact the business. Mercury Client Monitor™ is deployed on specific, identifiable desktops to capture real-user performance data as users navigate websites or use applications. Configurable threshold alerts provide advance warning of potential performance or service problems, giving support staff the opportunity to address issues before they impact users.

SUPPORT FOR MORE THAN 50 PROTOCOLS AND APPLICATIONS

Mercury End User Management leverages more than 12 years of experience in application testing, tuning, monitoring, and management to provide the most accurate emulation and measurement of end-user business processes for web and non-web environments and packaged applications such as Siebel, SAP, PeopleSoft, Oracle, Citrix, and others.

MERCURY BUSINESS AVAILABILITY CENTER

Mercury End User Management is integrated with Mercury Business Availability Center™, an integrated set of software, solutions, and best practices for monitoring and managing business applications and systems.



Complete end-user management solutions.

FAQS

Q: Why would I use both synthetic and real-user monitors?

A: Today, both synthetic and passive monitoring play a key role in providing a better understanding of user behavior. Synthetic monitoring consistently simulates business transactions to provide a consistent, predictable measurement regardless of whether real users are using the application. Real-user monitoring provides critical insight into real-user experience and behavior as their usage of common applications can vary dramatically.

Q: How does Mercury Real User Monitor measure performance for different locations without deploying software or agents remotely?

A: Mercury Real User Monitor passively captures session data by connecting to a SPAN (or mirror) port, network tap, or repeating hub. This approach enables Mercury Real User Monitor to 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.

Q: Does Mercury End User Management comply with industry regulations such as HIPAA and SOX?

A: Yes. First, all data collected is encrypted and secured at the collection, processing, and presentation layers. Sensitive data can be filtered out by the administrators so it is not stored by the system.

MERCURY BTO ENTERPRISE

Mercury BTO Enterprise™ is the industry's first software and services suite that ensures the business outcome of IT. Unlike other offerings that focus on improving internal IT processes, Mercury BTO Enterprise automates and integrates the strategic touch points between business and technology to ensure that IT investments produce the intended outcome. With Mercury BTO Enterprise, you can shift your focus from managing IT projects to optimizing business outcomes.

FEATURES

- Escalates user problems to the correct IT groups.
- Prioritizes IT response based on customer/business impact.
- Proactively identifies end-user performance and availability trends that need IT attention.
- Provides early warning and real-time alerts for performance and availability issues.

BENEFITS

- Detect end-user business process issues before customers are impacted.
- Reduce the business impact of end-user outages and performance issues.
- Manage the customer's QoE.



Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT. WWW.MERCURY.COM