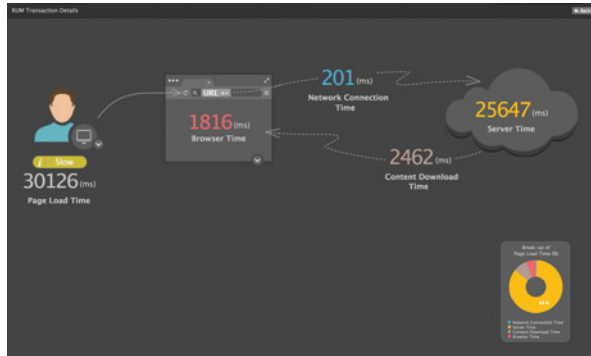


## eG Enterprise

## Real User Monitoring for Web Applications



## Performance answers, in real time. Know the Real Experience Your Users are Seeing

Your users expect consistent performance as they access your key web applications. And it's critical for your business: A recent Gartner survey predicts that within the next year, *89% of business leaders believed that customer experience will be their primary basis for competition.* eG Enterprise's Real User Monitoring gives you immediate access to all factors that affect your users' web experience to help you ensure top application performance, across every browser and every network.

## Better Visibility, Better Management

Your web applications' performance depends on a wide range of factors and eG Enterprise gives you the ability to see it all. With a unified suite of dashboards, drill-downs, trend reporting and alerts, you can troubleshoot user issues quickly and prevent new ones before they occur.

eG Enterprise Real User Monitoring allows you to see exactly how each and every user is experiencing your application. You can see the performance of every page load, including user interaction, downloads and script calls, enabling you to:

- Detect problems sooner and decrease MTTR
- Understand the impact of third party technologies in real-time
- Assess the true impact of infrastructure and software changes
- Improve communication with your business units
- Confirm and document compliance to SLAs

Also, eG Real User Monitoring is agentless and easy to set up.



## REAL USER MONITORING

### ✓ Eliminate Guesswork

Know exactly what users of your browser and mobile applications are seeing with each access

### ✓ Be Preemptive

Identify and fix issues before they impact your business and before users notice

### ✓ Resolve Problems Quickly

View breakdowns of performance by components, by tiers, by locations, by pages and more

### ✓ Get Deep Insights

Uncover web application bottlenecks that are affecting performance

### ✓ Optimize Your Applications

Enhance the user experience based on analysis of user behavior, device and browser usage

### ✓ Increase Your Advantage

Better performance means better conversions and higher customer retention



## Unified Performance Dashboard for All Your Web Applications

- At a glance, know the key performance indicators for each of your internal and external web applications
- Track visits by device, unique users, and response time
- Gain quick insights into traffic patterns and demand vs. service quality
- Get end-to-end visibility to simplify user issue troubleshooting
- Prioritize alerts by severity and impact
- Drill down to page load time breakdown by request queuing, application code, network latency, DOM processing and page rendering times

## Monitor Your Global Audience with the Geo Dashboard

- Visually monitor end user performance metrics by geographic location (country, region, city) in real time
- Pinpoint which geo-locations are impacted by poor application performance and drill down into a particular location
- Baselines are set automatically, and deviations trigger an alert so that application owners are informed preemptively before problems escalate



## Analyze and Optimize User Experience

- Get visibility into transactions, pages, AJAX requests and IFrames
- Get visibility into Javascript errors and third party technologies embedded in your application
- Use the industry-standard Apdex score as a simplified SLA
- Combine business metrics and real user monitoring to understand how slow performance affects your business
- Track which requests are responsible for the slowest outlier performance and prioritize fixes for what is most important
- Identify and resolve areas where slowdowns occur – front-end, network or application
- Integrate with eG Enterprise's deep dive capabilities for infrastructure and application performance, providing true end-to-end visibility - from the front-end all the way down to bare metal

Contact us today for more information and a free trial: [sales@eginnovations.com](mailto:sales@eginnovations.com) / [www.eginnovations.com](http://www.eginnovations.com).

## About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise Universal Insight and Correlative Intelligence technologies to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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