MICRO FOCUS

Data Sheet

Application Performance Management
Business Process Monitor (BPM)

Business Process Monitor

Proactively monitor end-user experience

Be One Step Ahead

In today's competitive, customer centric environment, organizations must find new ways to improve operational efficiency while ensuring customer satisfaction. Managing applications with a first-rate customer 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 gain visibility into the end user experience, operations teams rely 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. Modern application architecture, including web-, enterprise-, and cloud-based applications make this approach a challenge to deploy and maintain.

Micro Focus® Business Process Monitor (BPM) takes a fundamentally different approach to managing applications, starting with a focus on the experience that operations organization are striving to deliver to the end-user. By monitoring from the end-user's perspective, businesses can validate performance and availability across all tiers and infrastructure components, even if they don't monitor each individual component, focusing instead 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.

Figure 1. Visualize the user experience in terms of availability, performance, and encountered problems for any time period and then drill down into the details.

Effective end-user management allows operations teams to put raw systems data into context to provide actionable information. BPM's top-down approach enables teams to better identify, isolate, and solve problems while making more effective business decisions.

FAQs

Q: How much overhead does BPM add to an application?

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

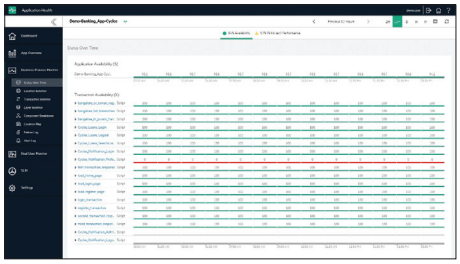
Q: Do I have to put agents on my servers or desktops to measure performance and availability?

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

At a Glance

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.



Easily spot end-user performance and availability issues for each transaction in an application.

When delays occur, 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.

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

Q: How does BPM measure performance from different locations?

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

Part of a Complete Solution

BPM software is an integrated component of Micro Focus Application Performance Management (APM) software. Working with other products within the APM portfolio can help operations team deliver a higher quality of experience for today's complex applications. By linking end-user monitoring data with the infrastructure performance in Micro Focus APM Run-Time Service Model (RTSM), IT staff can quickly identify the infrastructure-related root cause of an end-user problems. The software can be deployed on-premises using Micro Focus or partner services, or through Micro Focus Software as a Service (SaaS).

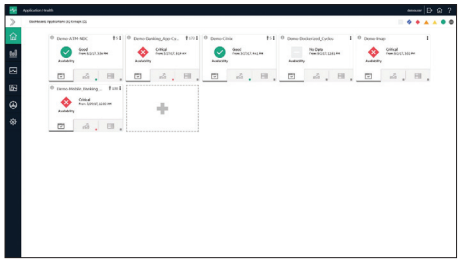


Figure 2. The Application Health Dashboard provides a comprehensive view of all the enterprise applications including overall application status, performance, availability and underlying infrastructure status.

Broad Range of Protocol Support

BPM software leverages more than 30 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. In addition BPM transparently allows running Selenium based scripts

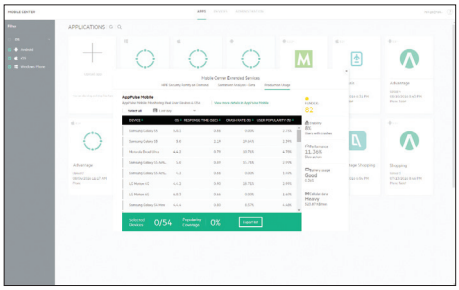


Figure 3. Emulate and measure end-user actions on physical mobile devices.

Mobile Support

BPM integration with Micro Focus Mobile Center enables businesses to measure application performance and availability on end-user physical mobile devices. These measurements are delivered in near real time allowing IT staff to proactively react to performance alerts from different locations and isolate mobile service issues quickly.

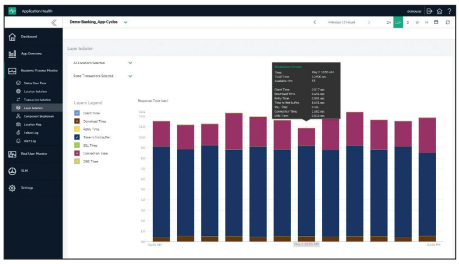


Figure 4. Analyze the communications time breakdown to understand if there is a network performance issue, a server load issue or a rendering problem.

Protocol List

- .NET
- Ajax—Click and Script
- C Vuser
- Citrix
- COM/DCOM
- DNS
- FLEX
- FTP
- HTML/HTTP
- IMAP
- JAVA over HTTP
- JAVA Record/Replay
- Java Vuser
- LDAP
- MAPI
- MMS (Media Player)
- MMS (Multimedia Messaging Service)
- ODBC
- Oracle Web
- Oracle (2-tier)
- Oracle NCA
- POP 3
- RDP
- RTE (Remote Terminal Emulator)
- SAP Click and Script
- SAP GUI
- SAP Web
- Selenium Junit
- Siebel Web
- Silverlight
- SMTP
- SOAP
- TrueClient mobile Web
- TrueClient native Mobile (MC)
- TrueClient Web (Firefox, IE, Chromium)
- Windows Sockets

Key Features	Benefits
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.
Complete End-User Management	APM combines synthetic (Business Process Monitor) and real-user monitoring (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 Performance Center, Mobile Center, LoadRunner, and Unified Functional Testing scripts.
Micro Focus BPM Anywhere Service	Delivered by 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 BSM platform, allowing you to correlate the end-user experience from both inside and outside the firewall.
Micro Focus BPM Scripting	Delivered by SaaS, build, support, and maintain the BPM scripts throughout the term of the engagement at an additional cost.

How Does BPM Work?

BPM executes pre-recorded scripts that emulate the behavior of a human user. The scripts are recorded using the Micro Focus Virtual User Generator (VuGen). The user clicks through the business process and VuGen records the script in the background. BPM is able to replay scripts recorded with any of the protocols mentioned in the Protocol List above.

This is 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 BPM first validates for accuracy. The monitor then captures the response time and availability metrics.

BPM allows you to emulate even the most complex, multi-step transactions in almost any environment. As many customers already use VuGen to create load testing scripts for Micro Focus LoadRunner software or Micro Focus 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. BPM sends availability and performance data to the APM console for reporting and real-time visibility. You manage BPM from this console, including tasks such as setting alerts, setting service thresholds, and managing scripts.

Learn More At

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