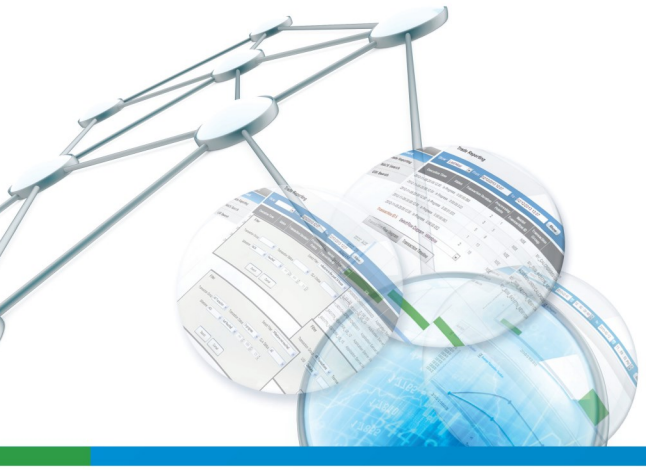

NASTEL
Driving Business Transaction Performance ®

AutoPilot®

Real-User Monitoring

Deliver Outstanding Application Performance to Customers

Slow Web apps are a great way to kill revenues, harm reputations and drive users to competitors. Datacenter performance metrics alone, even when "in the green," don't consider a user's perception that performance is poor. Nastel's browser-injection based Real-User Monitoring directly measures end-user app requests and correlates results with back-end technology behavior. With an end-to-end measurement of performance, **you know your users are satisfied and your company's reputation is secure.**

Benefits

- Protect customer relationships and company reputation by providing optimally performing apps to your customers
- Improve customer support quality while lowering costs via easy-to-use analytics
- Obtain end-to-end visibility from browser to server, database, middleware and mainframe
- Pinpoint actual or potential impacts of application problems on users
- Stop problems in their tracks using built-in analytics
- Keep customers happy and improve their total user experience

An example of an AutoPilot Insight dashboard with metrics for End-User application experience.

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Problems Addressed

Lack of Customer's Insight — It is critical to acquire a business perspective on app performance. Often, end-users experience app slowness and yet, everything in the datacenter is "green". Capturing the user's perspective of app performance enables the business to prevent app and relationship abandonment due to poor performance. It can also help detect potential threats by analyzing patterns in behavior.

Reputational Risk – Proactively stitching end-user app requests to back-end technology enables earlier awareness and faster resolution of technology issues that impact user experience. This helps avoid dissatisfaction and reputational damage that can result in customer attrition and loss of revenues.

High Support Costs—Without a clear understanding of user problems, it can take too long to validate customer complaints, resulting in reduced productivity from a

End-User Monitoring

Easy to deploy using browser injection technology, AutoPilot® Insight's End-User Monitoring (EUM) tracks end-user response time, server topology, and key business performance metrics in a common dashboard grouped by user, geolocation, application, time, or user-defined criterion.

Application topology displays impart intuitive understanding of performance issues and conditions that impact users, and enable rapid problem resolution. An English-like query language makes it easy to interact with and ask questions of end-user data.

Features

- Track end-user activity across geo-locations
- Visualize the application topology used to fulfill end-user requests
- Rapidly resolve end-user performance problems using probable root-cause analysis
- Receive immediate insight into end-user metrics

Summary

Available Key Metrics

AutoPilot supplies a wide variety of metrics including: top requests, full breakdown of page request into all its components, browser-specific issues, geo-location, worst response time, slowest loading pages, slowest server connections, JavaScript errors, and many more.

Business Transaction Tracking

Track business transactions end-to-end from the browser all the way through your enterprise, including: Web apps, middleware, brokers and mainframes.

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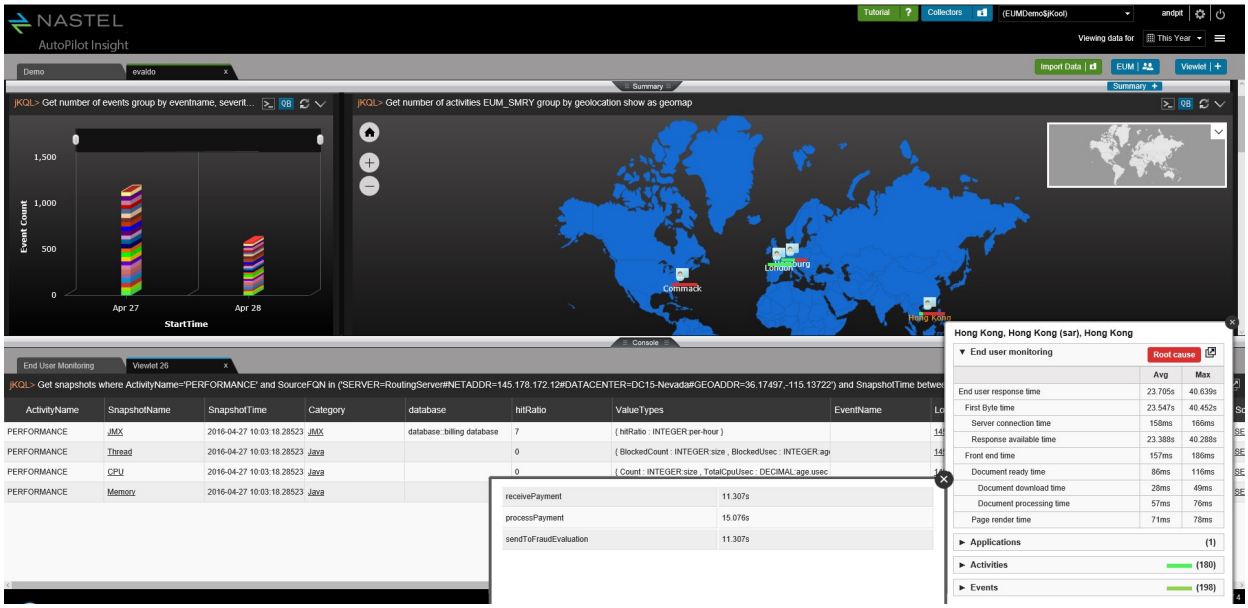
Unified Analytics

End-user requests are tracked in real-time as the metrics arrive and can be compared to a historical look-back. Sophisticated statistical functions employing Complex Event Processing (CEP) find performance patterns that otherwise could easily go undetected.

Breakdowns are provided of all resources utilized when a web page loads to detect the impact of each and every component and resource called in the back-end servers.

End-user monitoring is fully integrated with Autopilot Insight's application, log, middleware, and transaction analytics.



AutoPilot Insight End-User Monitoring provides a full breakdown of the Web request performance along with a method trace and probable root-cause analytics, end-to-end.

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