



# Aternity for BMC End User Experience Management

Benefit from real-time aggregation, analysis, and correlation of all the performance metrics that define and impact real end-user experience

## Key features

- » Every endpoint device — physical, virtual, or mobile — becomes a self-monitoring platform that is end user aware.
- » Ubiquitous application coverage for performance monitoring of packaged and/or custom thick client, Web/HTTP, rich internet (RIA), Java, and .NET applications running in a virtualized desktop environment
- » Comprehensive performance metrics for every business process running in a virtualized environment — from the end users' perspective.
- » Advanced real-time analytics and correlation of mobile, physical, and virtual desktop, application, and user performance metrics.

## Business challenge

Every day, enterprises rely on mission-critical, revenue-generating applications to reduce costs, increase efficiencies, and enhance customer service, while also eliminating errors and speeding up the process of acquiring new business. What happens, however, when application performance issues prevent end users from working optimally?

More often than not, the first and only indication of a problem on the front line is when end users call the help desk — if they call at all — and by this time, business and end-user productivity have already been disrupted. Moreover, when users start calling, it is very difficult for them to accurately describe the problems they are experiencing. Furthermore, IT often can't ascertain whether the issues are isolated or endemic. Using fact-based assessments to empirically understand the resources required to support multiple users, each running a variety of different applications across physical desktops, virtual desktop servers, and mobile devices, greatly improves an organization's ability to choose the best end-user activity monitoring solution for their needs.

## The BMC solution

Aternity for BMC End User Experience Management is the result of the real-time aggregation, analysis, and correlation of all the performance metrics that define and impact real end-user experience. By transforming end-user experience metrics into actionable business intelligence, the product becomes a strategic business enabler. It is enabled by self-learning, statistical modeling of dynamic performance baselines, preemptive problem detection, dynamic isolation of impacted users, and automatic identification of business impact and probable cause. With Aternity for BMC End User Experience Management, enterprises rapidly gain the agility required to address end-user issues before they impact business results.

## Unique desktop vantage point

Aternity for BMC End User Experience Management extends real end-user experience management by effectively transforming every desktop — physical or virtual — into a self-monitoring platform that is user experience aware. It uniquely monitors the three primary components that dynamically interact at all times to define and impact an end user's experience as an IT consumer: application performance, device performance, and user productivity. It does so based on real-time aggregation, analysis, and correlation of all these metrics, ultimately delivering user-centric, proactive IT management from the desktop vantage point.

Aternity for BMC End User Experience Management extends real-time visibility of end-user experience across a wide range of application architectures, including thick client, web-based, rich internet, Java, and .NET, as well as desktop platforms, such as Citrix XenApp and Virtual Desktop Infrastructure (VDI).

Powered by real-time analytics enabling proactive problem detection and probable cause analysis of end-user issues before business is disrupted, Aternity for BMC End User Experience Management



helps transform organizations into user-centric proactive IT management enterprises. By providing organizations with the ability to uniquely detect and pinpoint the cause of application performance problems from the end-user perspective, Aternity for BMC End User Experience Management empowers dramatic reduction of business disruptions and increased user productivity.

### Closing the end-user visibility gap

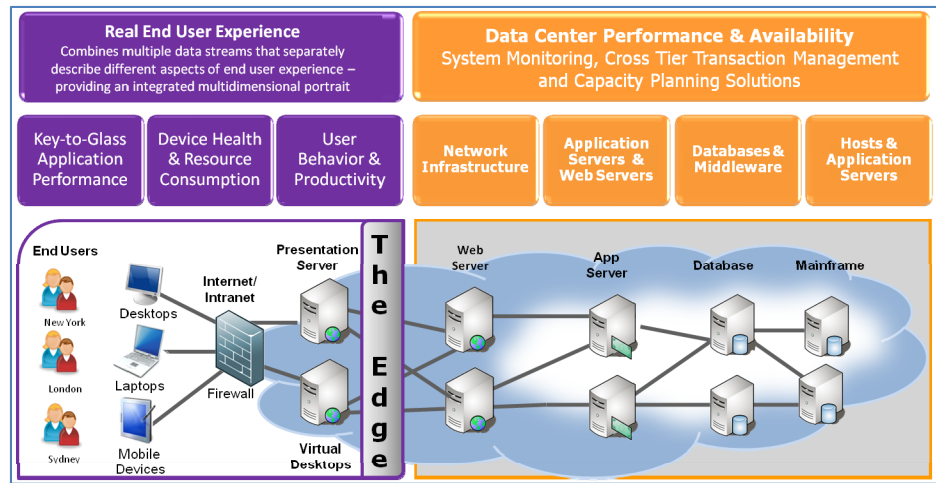


Figure 1. Pinpoint end-user experience problems directly at the endpoint device.

### Real end-user experience in virtual environments

Because virtualization essentially disrupts the traditional relationships among PC hardware, the client operating system, and desktop applications, it's crucial that enterprises understand how to plan for and support this emerging environment. IT and Line of Business (LOB) management need precise, comprehensive metrics describing real end-user experience, before and after going virtual, in order to support strategic desktop virtualization and consolidation decisions. Aternity for BMC End User Experience Management offers these four key capabilities:

- » **Ubiquitous application coverage** for performance monitoring of packaged and/or custom thick client, Web/HTTP, rich internet (RIA), Java, and .NET applications running in a virtualized desktop environment.
- » **Comprehensive performance metrics for every business process running in a virtualized environment**, including response time, throughput, latency, and end-to-end transaction time — from the end users' perspective. This translates into the ability to capture application performance metrics associated with each PC-over-IP® (PCoIP®), ICA, or RDP session published from a VDI-based server, including identifying all the servers to which a specific endpoint is connected, identifying the connected endpoints of a particular server, and associating the specific processes serving an endpoint session on each server.
- » **Application usage and user productivity** for gaining in-depth insight into end-user application usage, usability, and quality of service, as well as user productivity.
- » **Advanced real-time analytics and correlation of virtual desktop, application, and user performance metrics.** This enables preemptive problem detection and probable cause analysis across all three primary components of user experience. In addition, enterprises are able to immediately isolate impacted users and their associated virtualized desktops, while also being able to differentiate between the affected users and the affected service consumers.

## Aternity Measurements in a VDI environment

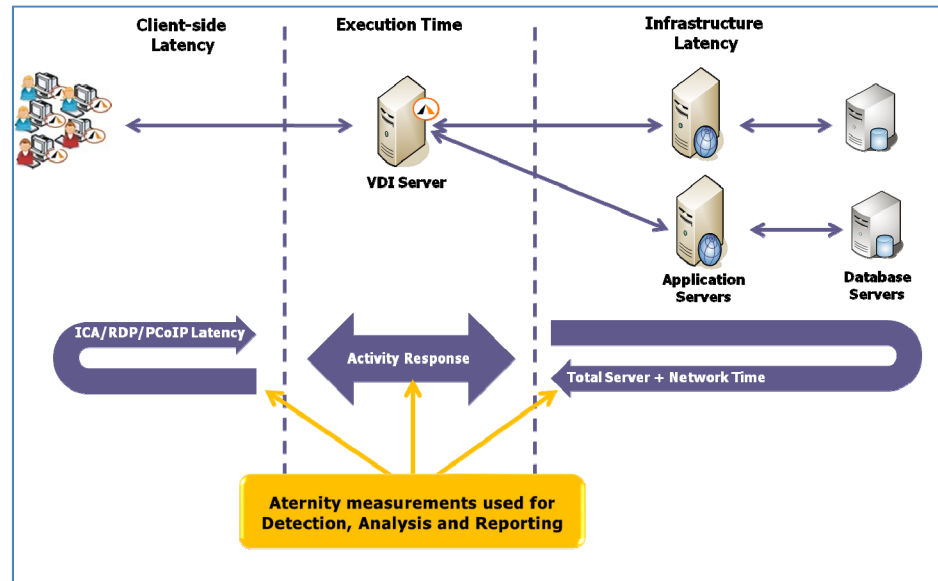


Figure 2. Comprehensive performance metrics for any virtual environment.

## Managing the mobile end user's experience

For enterprises leveraging or evaluating mobile technologies, Aternity for BMC End User Experience Management provides a comprehensive monitoring platform for all types of iOS and Android applications irrespective of their delivery mechanism. In addition, it continuously collects detailed device, network, and service metrics that are often the source of mobile application performance and availability problems. For example, Aternity for BMC End User Experience Management proactively detects mobile application performance and availability problems while determining root cause of poor user experience. With its advanced analytics, it identifies the contributing factors impacting mobile application performance, whether due to poor Wi-Fi connectivity or cellular network strength; in-call or roaming status; low power mode or CPU load; target Server or slow URLs; or maxed-out storage or OS version.

Aternity for BMC End User Experience Management presents an integrated and correlated view of business transaction response times with device, network, and service metrics. This enables support teams to perform real-time and historical analysis of performance problems, thereby dramatically reducing MTTR and, in many cases, preventing outages from recurring.

## Key benefits

Aternity for BMC End User Experience Management empowers enterprises and their service providers to implement the following innovative use cases:

- » **Managing Application Performance SLAs** – Aternity for BMC End User Experience Management addresses the need for managing SLA compliance by validating performance and availability of all transactions for all end users running on thick clients, virtual desktops, and mobile devices, verifying if contractual commitments have been met, and identifying outliers.
- » **User-centric proactive IT management** – Aternity for BMC End User Experience Management enables proactive detection of end-user problems, isolation of impacted users, and automatic probable cause analysis, which dramatically reduces MTTR and business disruptions. In determining the probable cause of end-user problems, it measures the impact of server density and other virtualization infrastructure metrics on transactional user experience. By implementing this user-centric approach to proactive IT management, enterprises and their service providers are able to improve end-user service levels and lower service delivery costs in both real and virtual environments.

## About Aternity

Aternity for BMC End User Experience Management is a third party solution available under BMC license and support.

Aternity redefines real end-user experience management by delivering the industry's first Frontline Performance Intelligence (FPI) Platform, effectively transforming every device — mobile, virtual, and physical — into a self-monitoring platform that is user experience aware. By arming organizations with user-centric, proactive IT management capabilities, the Aternity FPI Platform dramatically reduces business disruption and increases user productivity.

With Aternity's 360-degree view of end-user experience, advanced analytics for preemptive problem detection and cause analysis, and right-time decision support capabilities, Global 1000 enterprises finally have the empirical evidence on how application performance and usage impacts business results, providing them with a path for constant improvement.

- » **Informed capacity planning** – Aternity for BMC End User Experience Management empirically measures the impact of any infrastructure change on the end-user experience. With the product's "before and after" comparisons, enterprises can compare transactional performance in physical and virtual desktop environments, and even between different VDI solutions. In this respect, Aternity for BMC End User Experience Management is a must-have tool for planning, designing and managing VDI solutions.

## The BMC difference

The driving need to understand real end-user experience from the front line has grown rapidly with the increasing complexity and highly distributed nature of today's virtualized IT environments. Cloud computing, Virtual Desktop Infrastructure (VDI), Bring Your Own Device (BYOD), SLA management, Web 2.0 applications, and "meaningful use" programs are just some of the main IT initiatives that have increasingly exposed organizations to the visibility gap and their inability to truly understand end-user experience.

Aternity for BMC End User Experience Management uniquely monitors any transaction, in any application, running on any desktop — physical or virtual. Although some of the newer VDI monitoring tools are able to monitor desktop processes, their device-only focus provides a limited view of process health and resource consumption. Aternity for BMC End User Experience Management injects itself into the GUI, network, and OS levels of the desktop technology stack to transparently monitor transactional performance and user behavior. When transactional end-user problems are detected by Aternity for BMC End User Experience Management, the solution automatically correlates the impact of infrastructure metrics, such as process health, configuration, and virtualization infrastructure performance to rapidly identify the probable cause.

By equipping organizations with comprehensive application and desktop coverage, advanced, real-time analytics, and massive scalability, Aternity for BMC End User Experience Management dramatically reduces business disruptions, increases user productivity, and delivers breakthrough optimization of an enterprise's support resources.

## Learn more

To learn more about Aternity for BMC End User Experience Management, please visit [www.bmc.com/aternity](http://www.bmc.com/aternity).

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