



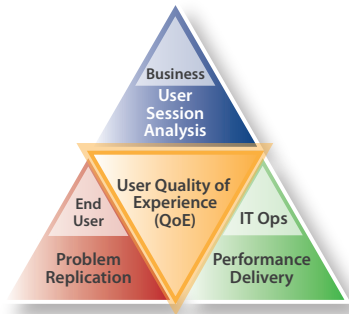
Foglight®

End-User Management

Manage Quality of Experience (QoE) for Your End Users from Multiple Perspectives

Increasing competition and decreasing customer loyalty in a tough economy create a critical need to drive improvements in the Quality of Experience (QoE) for application end users. To supply effective web applications and services, IT needs a complete, highly scalable management solution that allows users to remain productive, while also providing visibility for analysts so they can control business outcomes.

Foglight End-User Management is one of the most cost-effective investments that IT and business planners can make. It delivers unparalleled management capabilities from three perspectives: IT, the user and the business.



Foglight manages “User Quality of Experience” in three ways:

From the IT Perspective—

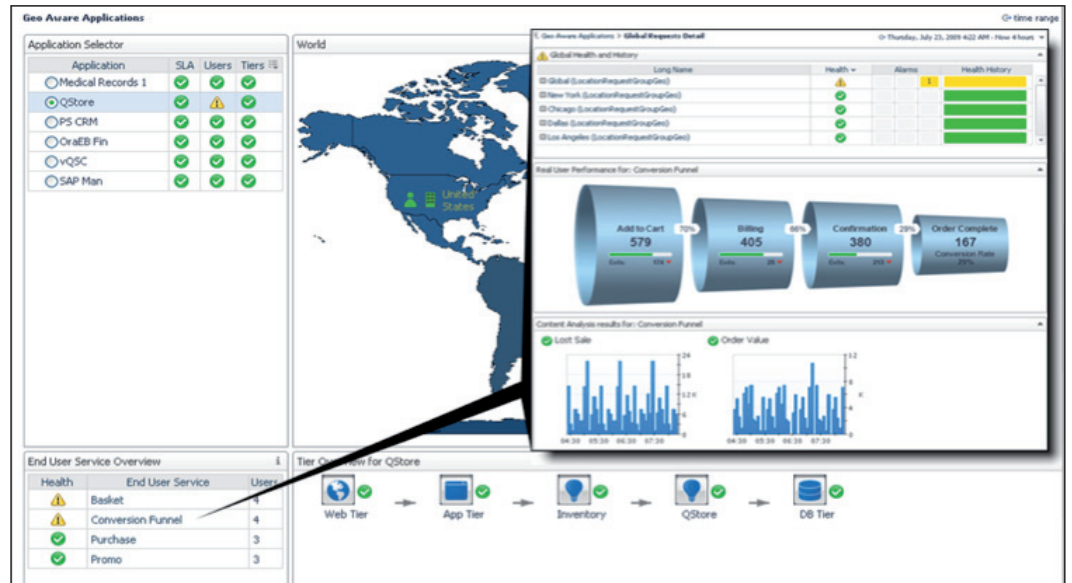
Manage to SLAs by detecting, isolating and resolving availability and response time issues before they impact end users and the business

From the End-User Perspective—

Capture, analyze and understand what is affecting the productivity and efficiency of the real end user

From the Business/Marketing

Perspective—Mine and analyze session data to learn user interests, buying patterns, and preferences



Main dashboard and workflow for Foglight End-User Management solution

Managing End Users from the IT Perspective

Synthetic Transaction Recording Capabilities

Synthetic validation—Record and play back transactions from remote locations on a fixed schedule to measure and report on response time and availability service levels.

End-User Performance Management Suite Capabilities

Requests for end-to-end and network times—Record every request into, and response from, the Web server or application server farm. Information is collected off the network in front of the Web or application server and analyzed to accurately measure the response time and success rate of every user.

Performance-based service levels—Access details on baseline response times and alert users when those baselines violate defined service levels.

Geographic performance and volume—Monitor user response time and throughput by location or other logical grouping.

Web/application server performance—Monitor your Web and application servers for conditions related to configuration, CPU load, the number of services running on the server, and the number of users accessing the server at a given moment to ensure OLAs are not being breached.

SOAP transaction monitoring—Capture and perform SOAP traffic analysis between existing SOAP consumers and SOAP providers.

System Requirements

- End-User Management can be used for any application, including enterprise, packaged and custom applications.
- Foglight provides synthetic capabilities for both Web and rich clients.
- Protocols Supported:
 - HTTP/HTTPS
 - TCP
 - RDP (TCP)
 - Citrix (TCP)
 - SOAP (HTTP)
 - PeopleSoft (HTTP)
 - SAP NetWeaver (HTTP)
 - Siebel (HTTP)
 - SharePoint (HTTP)

"Foglight allows us to diagnose what has gone wrong without even having to talk to the customer. That's really powerful ..."

Jobpartners, leading European HR software provider

Managing End Users from Their Perspective

End-User Experience Management Suite Capabilities

Content inspection and analysis—See the exact same information and displays as the end user in your browser.

Web transaction triage—Capture, search for and store data on every end user's actual Web site experience to see what the user did and how the system responded. Drill down into the full technical details on how the server and the browser interact with one another.

Session and transaction replay—Segment hits and pages for monitoring, alerting, and playback, enabling notification when business-critical pages are called, load slowly or content is out of expectations. Search for sessions based on keywords contained within those sessions.

Problem reproduction for the help desk—Assemble and e-mail with one click a complete user session with replay to provide additional information when submitting an incident to your service desk system.

Managing End Users from the Business Perspective

End-User Business Analysis Suite Capabilities

Transaction conversion analysis—Use Foglight dashboards and data bring transparency to the interaction between users, your Web site and marketing initiative success rates.

Configurable transaction attributes—Get granular views for a solid understanding of conversion rates by inquiry type and the related barriers and leakage points that inhibit them.

Ad-hoc transaction reporting—Ensure that the data for every user session is available and organized for use by your data analysis tools, regardless of how you intend to use it.

Attribute search and pivot table creation—Find and export only the data you want into spreadsheets for easy analysis and reporting.

Foglight End-User Management Options

Foglight End- User Management is flexible. Pick the options that will work best for your environment.

Foglight End-User Management Options					
Foglight Features	Synthetic Transaction Recording & Playback	End-User TCP Monitoring Suite	End-User Performance Mgmt. Suite	End-User Experience Mgmt. Suite	End-User Business Analysis Suite
Synthetic Validation	X				
Page End-to-End Time Breakouts	X		X	X	X
Performance-Based Service Levels	X		X	X	X
Geographic Performance and Volume		X	X	X	X
Web/Application Server Performance		X	X	X	X
SOAP Transaction Monitoring			X	X	X
Content Inspection and Analysis				X	X
Transaction Triage	X			X	X
Session and Transaction Replay				X	X
Problem Reproduction for Help Desk				X	X
Transaction Conversion Analysis					X
Configurable Transaction Attributes					X
Ad-hoc transaction reporting					X
Attribute Search/Pivot Table Creation					X

About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports systems management products—helping our customers solve everyday IT challenges faster and easier. Established in 1987, Quest helps more than 100,000 customers worldwide manage applications, databases, Windows infrastructure and virtual environments. For application management, Quest's Foglight® unifies IT services with end users and the business, resolves problems faster to reduce downtime, and lowers the operating cost of managing applications. Quest Software can be found in offices around the globe and at www.quest.com.

Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit www.quest.com • Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

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