



END-USER EXPERIENCE MANAGEMENT



TrueSight AIM

AUTOMATED INCIDENT MANAGEMENT

BENEFITS

- Automatically detects web site anomalies
- Prioritizes potential problems by severity

TRUESIGHT AIM SHOWS

- Who was affected
- What the effected users were doing
- How long a problem lasted
- What kind of problem it was
- How far from normal the situation was
- Applies commonality analysis to find the patterns and diagnose the cause
- Gives web operators the workflow to investigate, escalate, and report

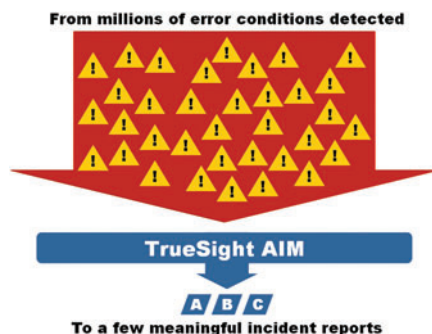
FAST, OUT OF THE BOX RESULTS

- Turnkey, complete appliance
- No changes needed on the site or to clients
- Purpose-built hardware tuned for performance

Even on a well-run web site, errors are quite common. Web-based applications are especially challenging due to the wide range of platforms, networks, and stakeholders involved.

TrueSight™ AIM, (Automated Incident Management) makes the process of operating web sites, and finding problems easy. The appliance is a combination of a powerful real-time traffic collection engine, intelligent session processing capability, innovative Event Clustering Technology and commonality analysis, along with flexible reporting and alerting capability integrated into a single, turnkey device.

TrueSight AIM automatically identifies anomalies and prioritizes them by severity, duration, problem type, and the characteristics of the users impacted.



EVENT CLUSTERING TECHNOLOGY

Using proprietary algorithms specifically designed for the bursty nature of web traffic, TrueSight learns the particularities of your Web application on its own resulting in more accurate and meaningful incident reports.



AUTOMATIC ANALYSIS

All incidents can be automatically analyzed to localize the specific problem(s) needing IT attention. TrueSight AIM automatically identifies incidents related to traffic volume, slow web pages, web errors and many other conditions and provides a guided workflow to help resolve issues quickly.



REAL-TIME INCIDENT DASHBOARDS AND NOTIFICATIONS

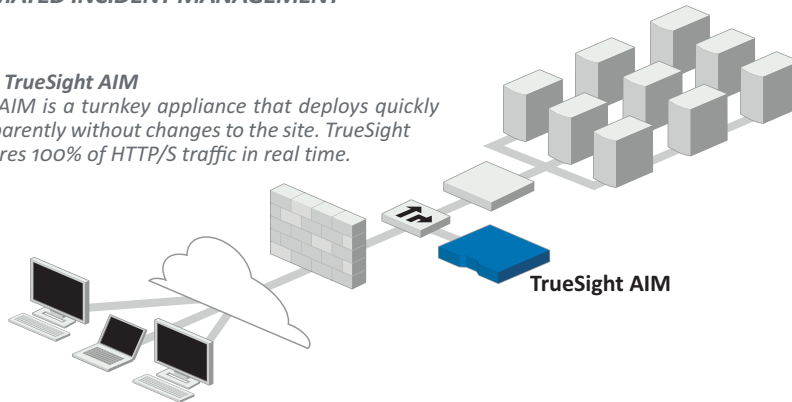
See real-time incident summaries tailored to your business and enable your Web operations with Intelligent alerts that tell you about problems before your customers do.

TrueSight AIM

AUTOMATED INCIDENT MANAGEMENT

Deploying TrueSight AIM

TrueSight AIM is a turnkey appliance that deploys quickly and transparently without changes to the site. TrueSight AIM captures 100% of HTTP/S traffic in real time.



AUTOMATING THE IT PROCESS

TrueSight AIM automatically learns and adapts to any web site and starts working immediately upon installation to create baselines of web traffic, web performance, and availability.

TrueSight AIM's Event Clustering Technology uses proprietary algorithms specifically designed for the bursty nature of web traffic, automatically sorting through all the traffic spikes and anomalies that are inherent in web transactions. TrueSight AIM collects detailed, real-time information on every aspect of each user's online visit, providing an in-depth view of actual, delivered performance at the user level. This enables you to detect problems immediately while also providing the forensic details needed to re-create and resolve problems.

TrueSight AIM combines a powerful real-time traffic collection engine, intelligent session processing capability, innovative commonality analysis, along with flexible reporting and alerting capability integrated in a single, turnkey device.

TrueSight AIM:

- Captures every user transaction in real time.
- Processes data along several dimensions (geography, server, user, network, page, etc.).
- Learns normal behavior from actual site traffic
- Applies commonality analysis to find the patterns, and diagnose the cause of errors
- Notifies web operators of problems
- Provides the workflow to investigate, escalate, and solve problems

TRANSFORMING IT OPERATIONS

TrueSight AIM understands hundreds of error conditions. It automatically converts all user incidents into a summary of those most important to web health, grouped by type, duration, severity, and user impact. It then automatically localizes web problems, and provide all the tools and detailed data necessary to efficiently find the root cause and correct problems.

This kind of problem solving isn't just a time-saver; it's a transformation. Operators can get automated alerts on incidents that include the details they need to investigate. With AIM, every part of every affected user's session is available for review and diagnosis.

TrueSight AIM includes all the features of TrueSight IM, so every key incident can be quickly corrected. And like every TrueSight product, it is a turnkey solution that installs in less than an hour and supports real web operations on the very first day of deployment.

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SPECIFICATIONS

PLATFORM

- 19" Rackmount
- Turnkey

CAPACITY

- 90 days' aggregate performance data
- Full transcript of every session, page, object, and error Datastream visibility
- Full HTML parsing and extraction
- Unique Watchpoint Grammar supports classification by any HTTP header or HTML content

SECURITY

- Complete control over data logging
- Supports MD5 data hashing on all fields
- Available FIPS 140-2 level 2 key vault

DATA EXPORT

- Data export via HTTP/S API
- Export site performance to an EMS via comprehensive SNMP V1, V2c and V3 MIB
- Real-time data streaming of any subset of Web traffic
- W3C-compliant Extended Log Format
- Alerting via SNMP traps or e-mail
- Scheduled report mailouts

PERFORMANCE MODEL

- Full HTTP model including host, network, SSL, redirect, idle, and think times
- Network metrics including throughput, round-trip time, retransmissions, and out-of-order packets
- Response time reported in percentiles

For more information please see www.coradiant.com or call 1-877-731-7277

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