



END-USER EXPERIENCE MANAGEMENT



## TrueSight BI

### BUSINESS INTELLIGENCE

#### UNDERSTAND ONLINE USER EXPERIENCE

- Clear reports and intuitive, interactive dashboards
- Performance, availability, traffic and user satisfaction
- Grouped by users, regions, applications or infrastructure

#### SHARE USER PERFORMANCE INFORMATION ACROSS THE ORGANIZATION

- Boardroom ready reports and advanced visualizations
- On-demand and schedule mailouts of reports
- Acrobat PDF and Excel export

#### FAST, OUT OF THE BOX RESULTS

- Turnkey, complete appliance
- Dozens of built-in reports and dashboards
- Purpose-built hardware tuned for performance analytics

#### UNLIMITED REPORTING FLEXIBILITY

- True BI-grade report definition
- Import any element from web transactions, including page content and custom fields

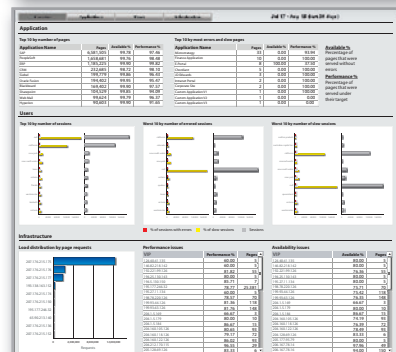
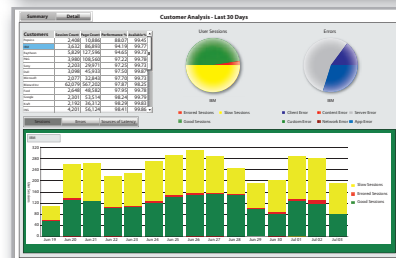
#### LONG TERM STORAGE AND HISTORICAL REPORTING

- 15 months of performance data storage
- Onboard data warehouse

Web users provide a wealth of information that is especially useful for improved IT Management. How best to take advantage of this user information?

Coradiant TrueSight™ BI (Business Intelligence) is a turnkey reporting solution for web Service Level Management that gathers and transforms real-user web activity into detailed current and historical analytical reports on end-user service quality and over all service levels.

TrueSight BI includes a powerful Business Intelligence engine to provide role-relevant views, dashboards and ad-hoc reports. TrueSight BI is delivered with dozens of turnkey reports and flash-based dashboards included, while offering the flexibility to be tailored to any reporting need.



#### WATCH WHAT MATTERS

TrueSight BI turns detailed web transaction data into clear reports and intuitive dashboards that the entire organization can use. The result is a comprehensive, business-relevant view of online health and user experience.

#### MANAGE END-USER QUALITY OF EXPERIENCE

Manage end-user Quality of Experience (QoE) by individual user, company, or geography. Make customer support proactive when problems occur, or arm them with the facts for dispute resolution. And give sales teams the data they need to ensure service renewal and repeat business.

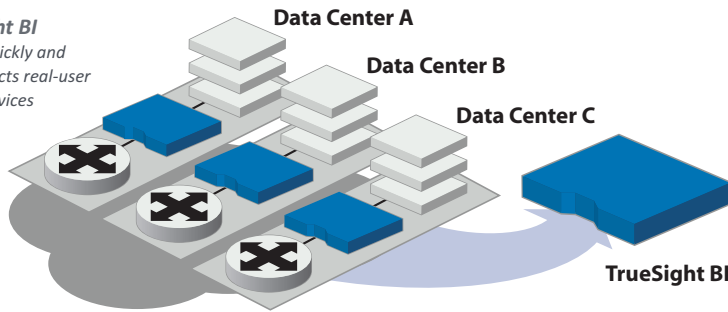
#### ANALYZE THE REAL USER EXPERIENCE

TrueSight BI is a revolutionary new approach to managing user experience that combines analytical approaches to data mining, reporting, and visualization with real user performance.

# TrueSight BI

BUSINESS INTELLIGENCE

**Deploying TrueSight BI**  
TrueSight BI deploys quickly and transparently and collects real-user data from TrueSight devices



## SERVICE LEVEL MANAGEMENT

Service level management enables web application delivery according to agreed upon service level agreements (SLAs), which may include a combination of metrics on performance, availability and transaction quality. Only Coradiant TrueSight BI provides a complete picture of service levels from the actual end-user perspective. Before analysis can even begin, user information must be captured, stored, and organized. TrueSight BI enables organizations to analyze data and make informed decisions. It's an advanced solution for managing the mountain of data available from capturing the web activity and performance level of every web user visit.

## MEASURING ACTUAL USERS

SLAs are best measured by the actual performance delivered to end users, so it's vital to have real-user data as a source. TrueSight BI gathers and transforms actual user activity into detailed analytical reports.

## IMPORTANT TO THE BUSINESS

TrueSight BI provides true web application performance analytics, relevant to business executives and to IT, with delivered through interactive dashboards, powerful analysis, and executive-level visualization. With TrueSight BI organizations can run web-enabled business systems according to end-user experience and ensure they deliver consistent, high-quality service to end-users. In addition to simply measuring if SLAs "are met", IT operations and executives need detailed customer reports and dashboards across a number of data categories.

For example, capacity planning teams may want to know how many hits per second a site can handle before a service level requirement can no longer be met. Or web operations teams may want to see how a newly implemented application or network change affects the service level. TrueSight BI is the advanced solution that manages the mountain of real user web activity and performance data captured from every web user visit.

## DELIVERING PREDICTABLE SERVICE LEVELS

TrueSight BI enables IT organizations to deliver predictable service levels as measured by delivery to the actual end users of web applications.

## ADVANCED CAPABILITIES

- TrueSight BI includes full turnkey capabilities, and works out-of-the-box.
- Up to 15 months of data can be stored in User, Application, and Infrastructure performance cubes for turnkey reporting and dashboards.
- Data can also be easily exported using the turnkey ETL engine to a data warehouse or to individual excel, .pdf, .csv files.

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## SPECIFICATIONS

### PLATFORM

- 19" Rackmount
- Turnkey
- Built-in LCD for on-the-spot diagnostics

### CAPACITY

- Collects data from many TrueSight devices
- 15 months' aggregate performance data for more than 20,000 elements
- 500 Gigabytes of user activity storage

### REPORTING

- Report templates with role-relevant views
- Ad-hoc reporting
- WYSIWYG report authoring
- Near Real-Time dashboards

### PERFORMANCE MODEL

- The industry's most complete Web performance model
- Host, network, SSL, redirect, idle, and think times
- Throughput, round-trip time, retransmissions, and packet loss
- All metrics stored as frequency distributions for percentile data

### SLM FEATURES

- Set service levels per user, user group, location, region, application or page
- Mail-out reports of worst offenders
- Set thresholds per report

### DATA EXPORT

- Reports exported as PDF, Excel, CSV or HTML
- Scheduled report mailouts
- Portal integration Dependencies
- Collects data from Coradiant TrueSight IM units

For more information please see  
[www.coradiant.com](http://www.coradiant.com)  
or call 1-877-731-7277

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