

# CA App Synthetic Monitor

## At A Glance

IT organizations require full visibility into business-critical applications regardless of where they're hosted in order to maintain service levels and proactively deal with issues before the end-user is impacted. CA App Synthetic Monitor uses synthetic transactions to provide performance insight for these applications no matter where they're hosted: outside the firewall, in the cloud or delivered via a managed service provider (MSP).

Delivered as software as a service, CA App Synthetic Monitor provides end-to-end transaction response time visibility into cloud, mobile and traditional Web applications using synthetic transactions delivered by a network of 95 monitoring stations across six continents, 48 countries, 93 cities and 15 time zones.

### KEY BENEFITS

- **Ensures availability.** Uses synthetic transactions to check systems when there is no real user traffic
- **Replicates real-user behavior.** Captures real- user interactions for replay, to help ensure complex services are performing correctly
- **Expands visibility in the cloud.** Provides visibility into cloud-based applications outside enterprise control
- **Pinpoints problems.** Provides comprehensive, browser-based end-user perspective to deliver optimal experience

### KEY FEATURES

- **Uptime and performance monitoring.** Ping your website from multiple locations around the world and be the first to know if your site is down or not performing as expected.
- **Multi-Step Synthetic Transaction Testing.** Replicate key business transactions, like logins or shopping cart checkouts to ensure they are working 24x7.
- **Full Page Monitoring.** See exactly how users experience your site from different locations and on different browsers with timed snapshots and waterfall charts detailing page load times and any latency.
- **On-Premise Monitoring Stations.** Create a monitoring station in your own data center to monitor applications inside the firewall.
- **Real Browser Monitoring.** Enables capture of real-user interactions for replay.
- **Instant Reporting & Alerting.** Fully customizable alerts and reports deliver you the information you need to speed troubleshooting and MTTR.

## Business Challenges

In today's always-connected world, users expect to be able to access applications from anywhere and on just about any device. How does an IT organization ensure that users—be they customers accessing revenue-generating systems or employees using productivity tools—are getting the best possible experience? How can IT or operations staff tell if an issue is a last-mile connection problem affecting only a specific geography or an application-wide problem impacting all users? Are certain application components loading more slowly in one browser type but not others? The fact that some of these applications are now hosted in the cloud or delivered through a software-as-a-service (SaaS) vendor can further complicate the performance management issue.

## Solution Overview

CA App Synthetic Monitor is a SaaS solution requiring no software installation and can be up and running very quickly. By using CA App Synthetic Monitor, you gain a simple, flexible and cost-effective way to proactively manage the end-to-end performance of your cloud, mobile and traditional Web applications to minimize downtime and deliver an exceptional end-user experience.

CA App Synthetic Monitor uses synthetic transaction monitoring (also referred to as "scripting," "functional testing" or "Web application testing") to check the behavior of your site and identify exactly where bottle necks or problems occur. Transaction monitoring ensures you know how your customers experience your site when they interact with it from different locations. Transaction monitoring scripts can be used to identify a wide variety of possible issues, from slow page response times to monitoring the behavior of forms such as login pages and shopping carts.

CA App Synthetic Monitor is further enhanced with features such as On-Premise Monitoring Stations (OPMS), enabling you to create a monitoring station inside your firewall. This enables monitoring within your data center to ensure the availability of business-critical applications you run on-premise or key productivity applications, like SAP, that need to be extremely reliable for your employees and partners to access.

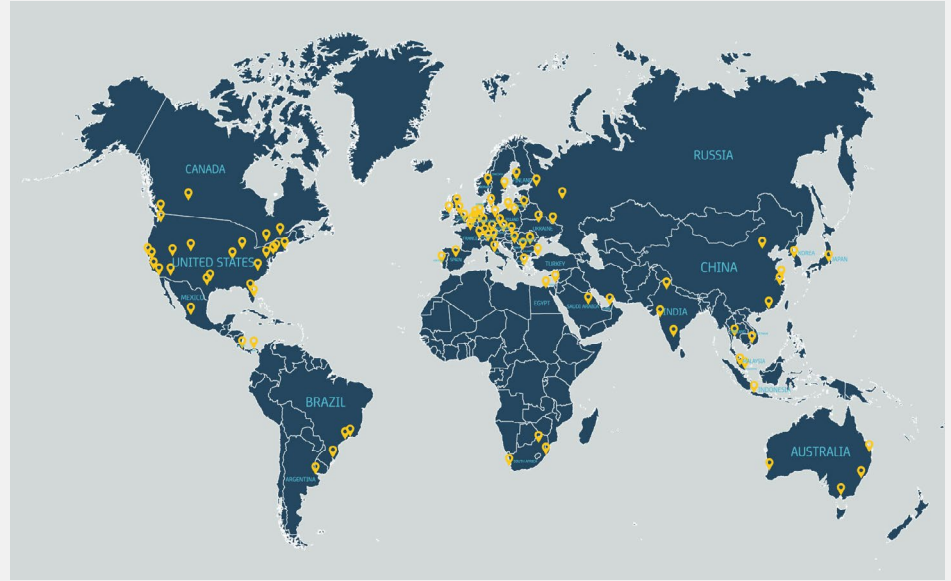
## Critical Differentiators

With a network of 95 monitoring stations across six continents and 48 countries, CA App Synthetic Monitor provides up-to-the-minute insights into app performance on a global scale. So you know how your users are experiencing your app, regardless of where they are located.

CA App Synthetic Monitor also helps bolster existing CA Application Performance Management (CA APM) implementations by giving IT organizations comprehensive and flexible options to manage their cloud, mobile and traditional Web applications in a single solution set. Customers who already have CA APM can further extend the value of their investment and gain even deeper visibility into end-to-end transaction performance regardless of where their applications are running—in the data center, outside the firewall, in the cloud or from an MSP.

For those applications that do not require a comprehensive APM solution, CA App Synthetic Monitor provides a fast, easy and cost-effective way to understand the health, availability and end-user experience in a 100 percent SaaS-based solution.

CA App Synthetic Monitor Monitoring Stations (May 2017)



## Related Products

**CA Application Performance Management.** Proactively identify and resolve issues across physical, virtual, cloud and mobile applications.

**CA App Experience Analytics.** Provides insights into the user experience and performance metrics across web, mobile and wearables.

## Supported Protocols

**CA App Synthetic Monitor supports a variety of protocols including:**

- Web protocols: HTTP(S), including redirects, compression, user agents, among other.
- File transfer protocols: FTP(S), SFTP, TFTP, SCP
- Name service protocols: DNS, Domain
- Directory service protocols: LDAP(S)
- Email protocols: POP3, IMAP, SMTP
- Network level checks: ping and TCP connect
- Other protocols: SIP, XMPP

**In addition the following is also supported:**

- Username/password authentication on all (applicable) protocols
- Client certificate authentication
- IPv6 support
- Full page support with scripts
- SSL certificate expiration checks

For more information, please visit [ca.com/asm](http://ca.com/asm)

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