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{FUTURE}STACK¹⁷

Want great customer experience?

START

BROWSYN

Safe Harbor

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Who are we?



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TODAY

| What is customer experience monitoring and what does it matter?

| Using Browser & Synthetics (a.k.a. BrowSyn) for customer experience monitoring

| BrowSyn case study from Redhat

| Product announcements

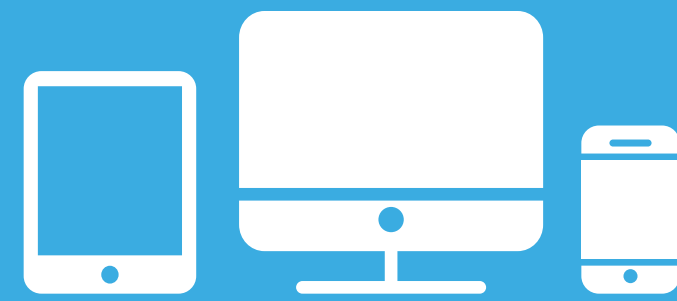
| Q&A

FS¹⁷

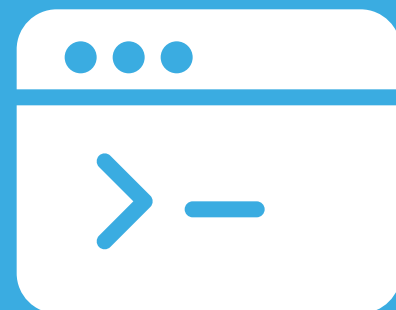


OMG!

So many
customers!



USER INTERFACE



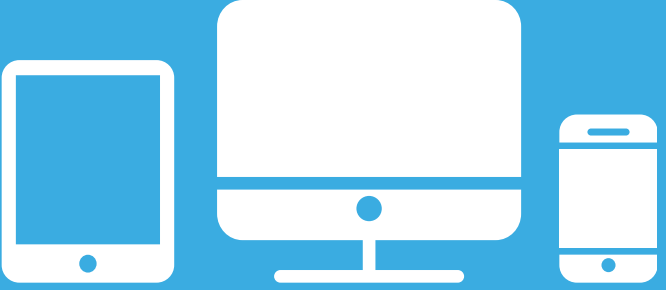
APPLICATION



INFRASTRUCTURE




**Oh noes!
Bad experience!
We're outta here!**



USER INTERFACE



APPLICATION



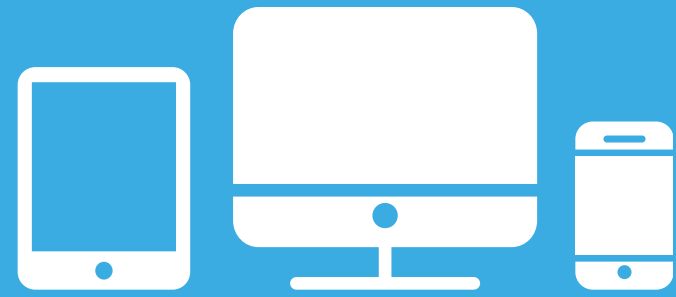
INFRASTRUCTURE

App failure!

**Everything's working here,
so my users must be happy.
Right?**

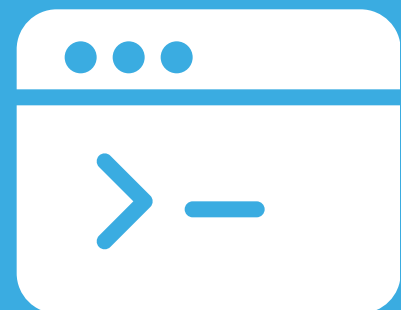


**Oh noes!
Bad experience!
We're outta here!**



USER INTERFACE

Front end failure!



APPLICATION

**Everything's working here,
so my users must be happy.
Right?**

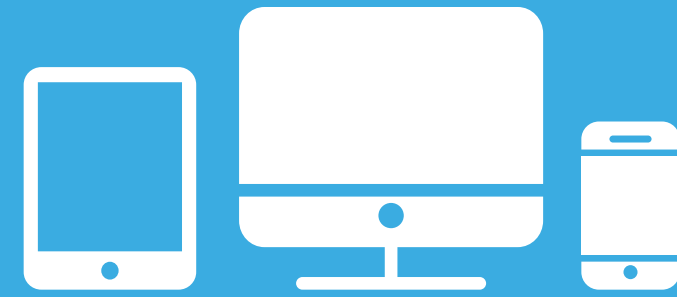


INFRASTRUCTURE

Still working!

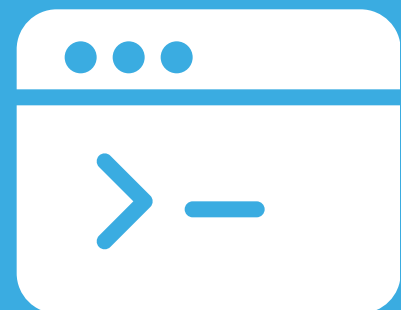


**This site works great!
Take all our money!!!!**



USER INTERFACE

**If I monitored any
more closely I'd be
reading their minds!**



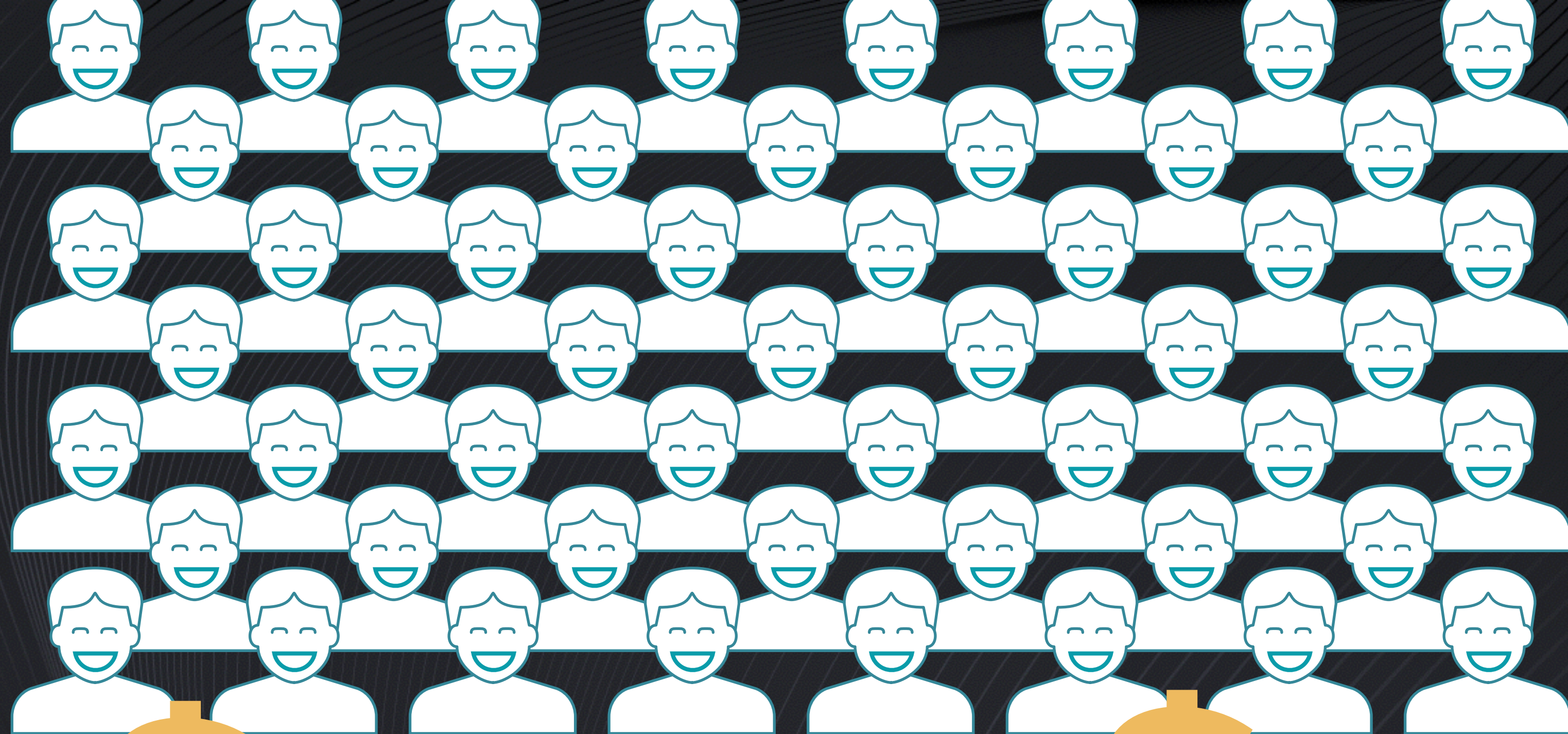
APPLICATION

**Everything's working here,
so my users must be happy.
Right?**



INFRASTRUCTURE

Still working!



CUSTOMER INTERFACE



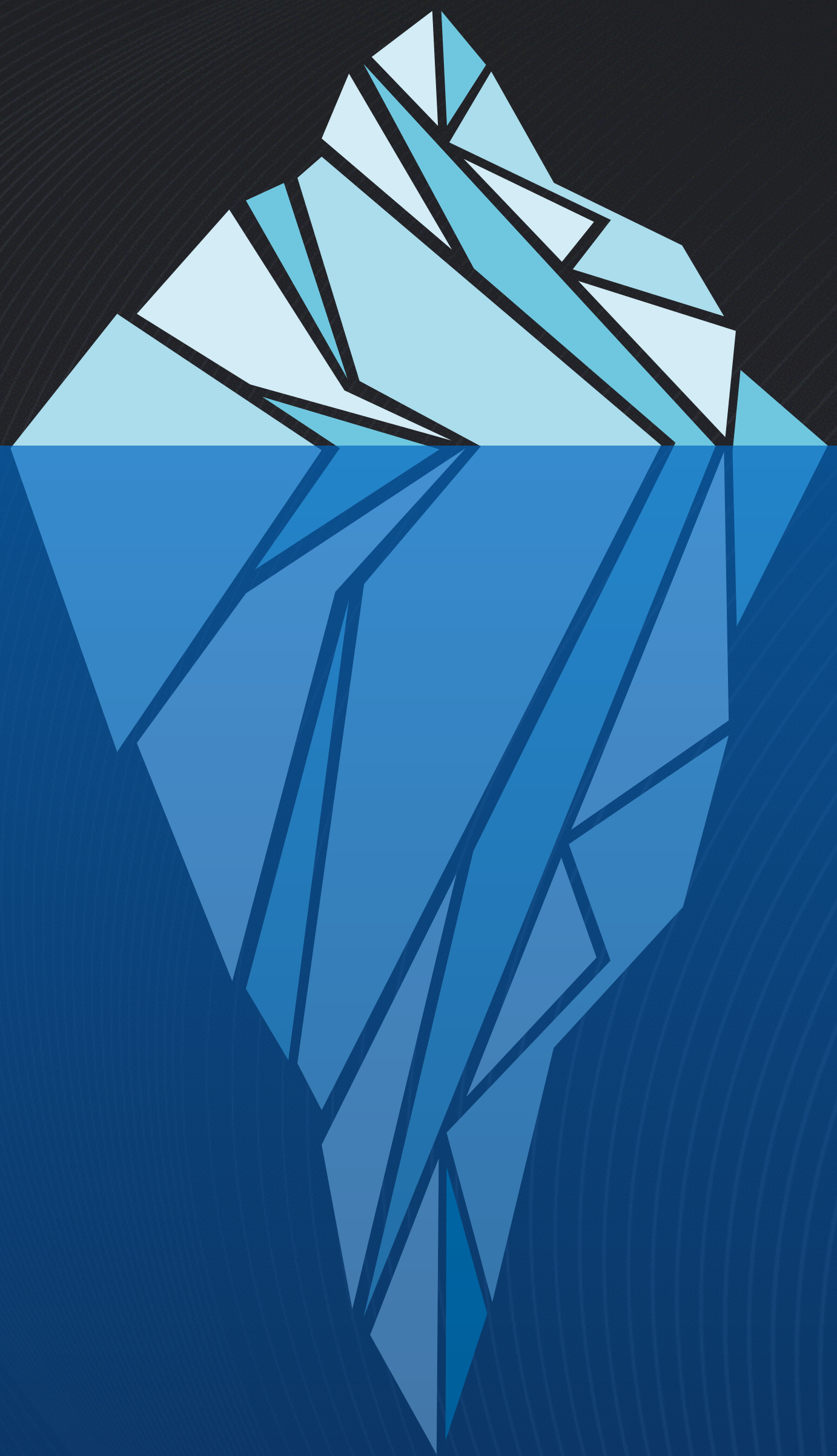
APPLICATIONS



INFRASTRUCTURE

Front end

Back end



Front end



Back end

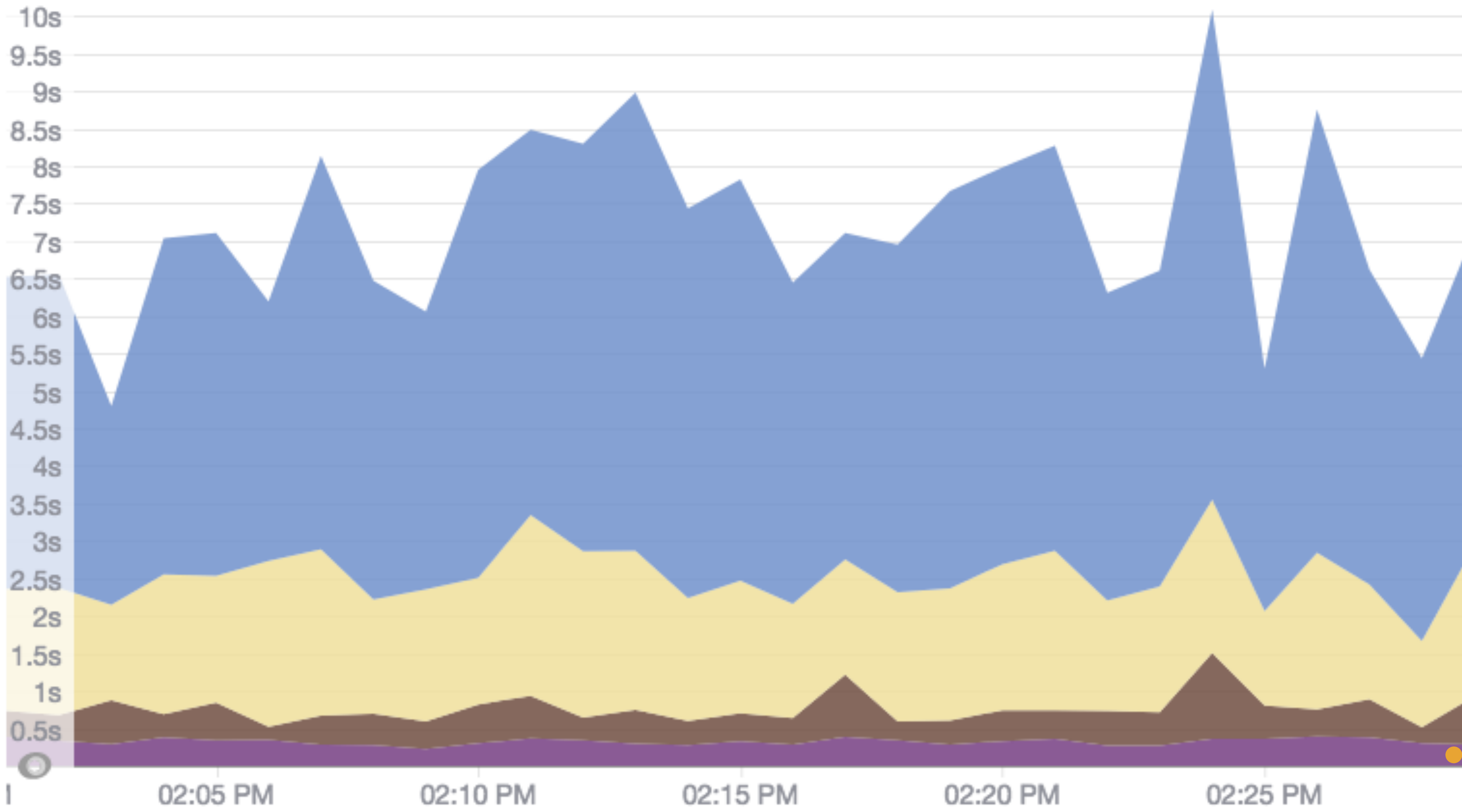
OVERVIEW CHART

Page view load time

8.56s
SPA

7.23s
PAGE VIEW

354ms
APP SERVER



Front end

Back end

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BROWSERTM

+

New Relic.
SYNTHETICSTM

New Relic. **BROWSER**TM

- Provides a detailed view into performance across all visits on your website
- Actionable error analysis and trace details
- Single page app support

New Relic. **SYNTHETICS**TM

- End to end baseline monitoring
- From 18 locations globally
- Hosted on fast cloud infrastructure

New Relic®
BROWSER™

New Relic®
SYNTHETICS™



New Relic.
BROWSERTM

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Actual

Optimal

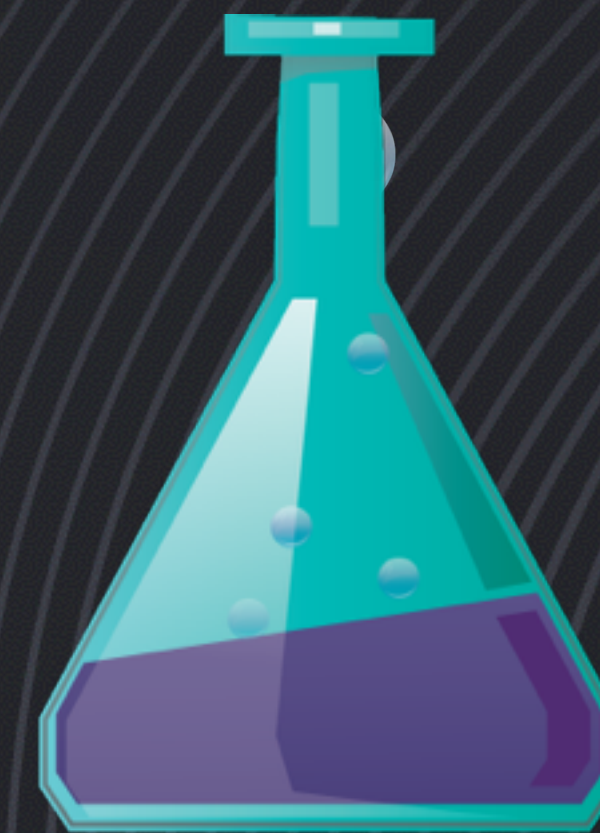


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SYNTHETICS™



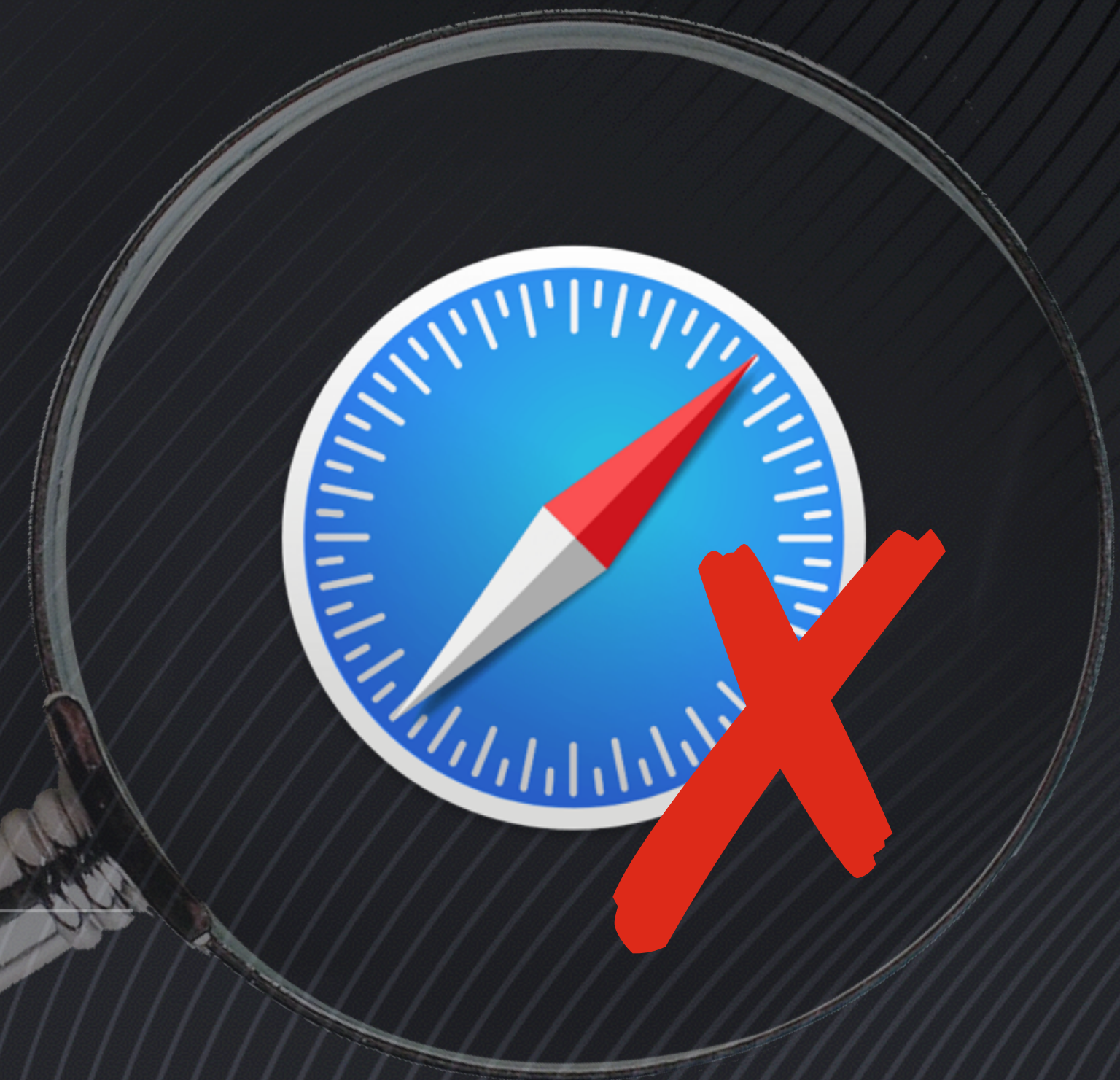
The Mysterious Case of the Browser-specific Race Condition



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Impact

Potential sales from impacted customers

Engineering time lost diagnosing a difficult-to-find bug

The Chilling Case of the Broken Button That Looked Just Fine



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Impact

Zero sales possible until the issue is fixed



New Relic Browser Case Study

How to accurately monitor customer experience and uptime

Why do we use New Relic Browser and Synthetics at Red Hat?



Customers don't use applications in the Datacenter

Our Road to BrowSyn

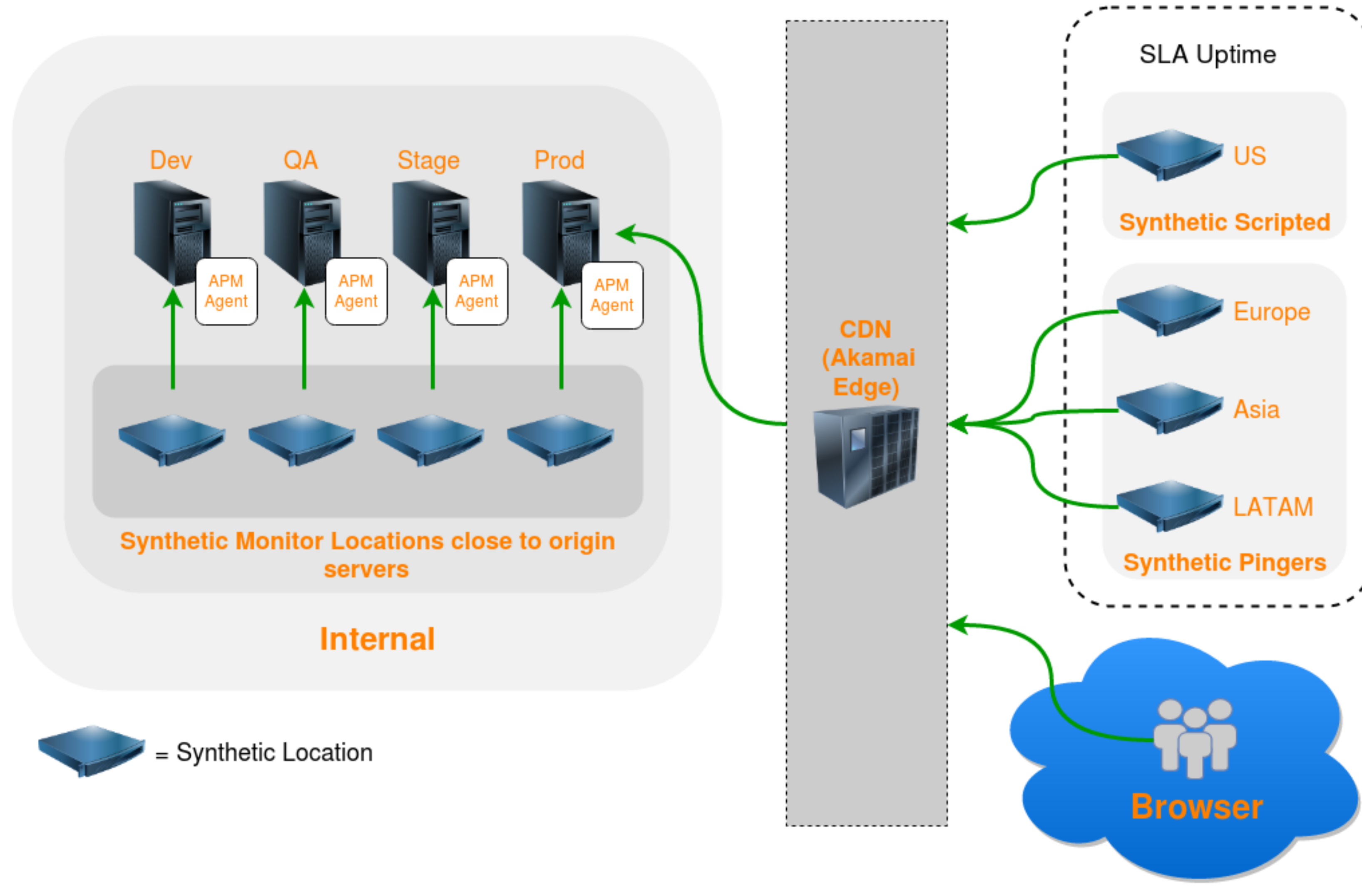
We had a problem with our current monitoring

- Inaccurate uptime score
- Customers complaining about our application being slow
- No easy way to debug monitor failures
- No easy way to create new monitors
- No way to monitor availability of APIs
- No way to monitor internally

We did a Bake-off

- ✓ Standard Scripting Language
- ✓ Able to monitor both web applications and rest APIs
- ✓ Can monitor from both Internal and External locations
- ✓ Easy to troubleshoot failures
- ✓ Flexible Alerting
- ✓ Monitor Client-side performance
- ✓ Monitor SPAs
- ✓ Must have accurate Uptime Reporting

ENTERPRISE APPLICATION MONITORING



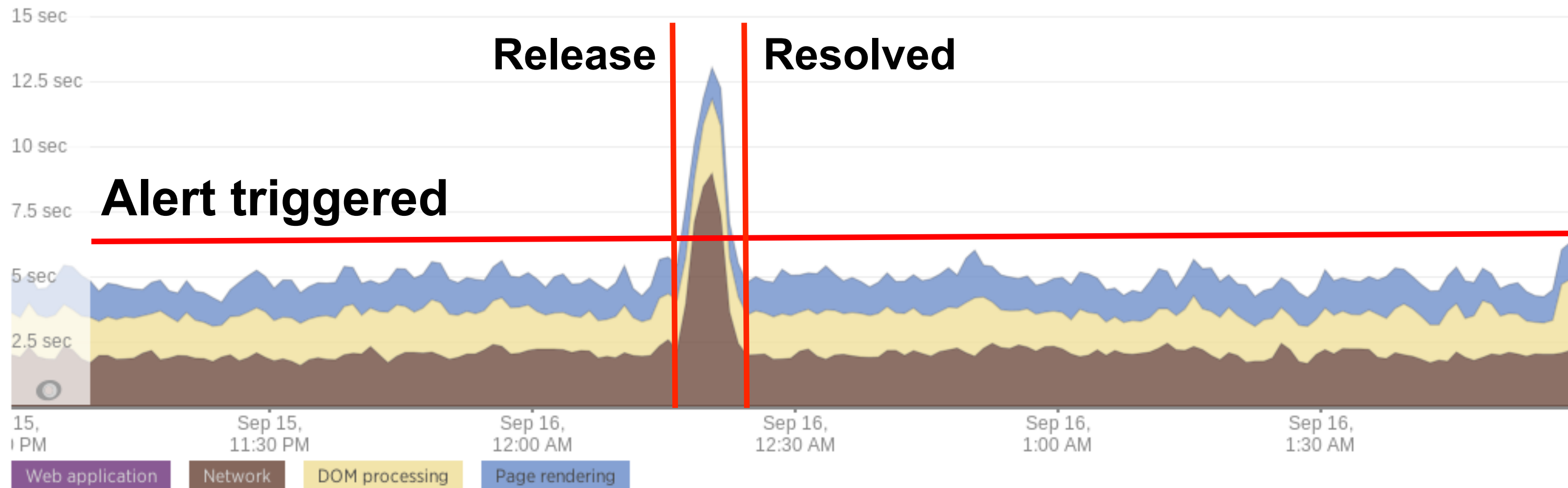
Browser Case

Detecting Degraded User Experience

TIME PICKER
3 hours ending today, 2:00

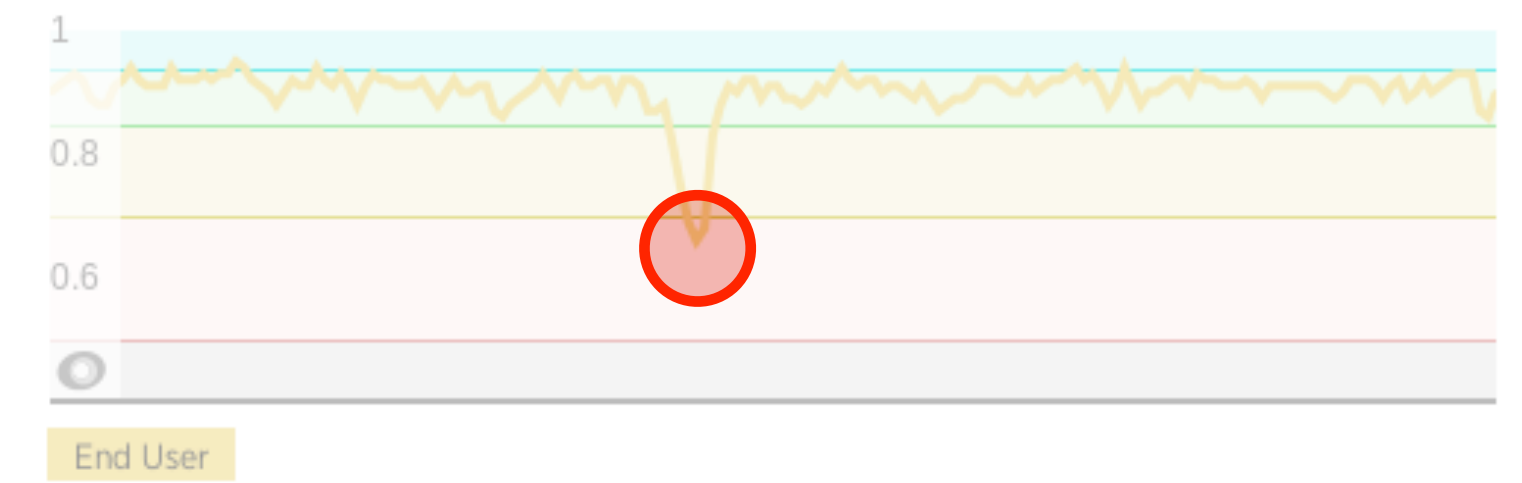
Browser page load time

4.98 s
BROWSER



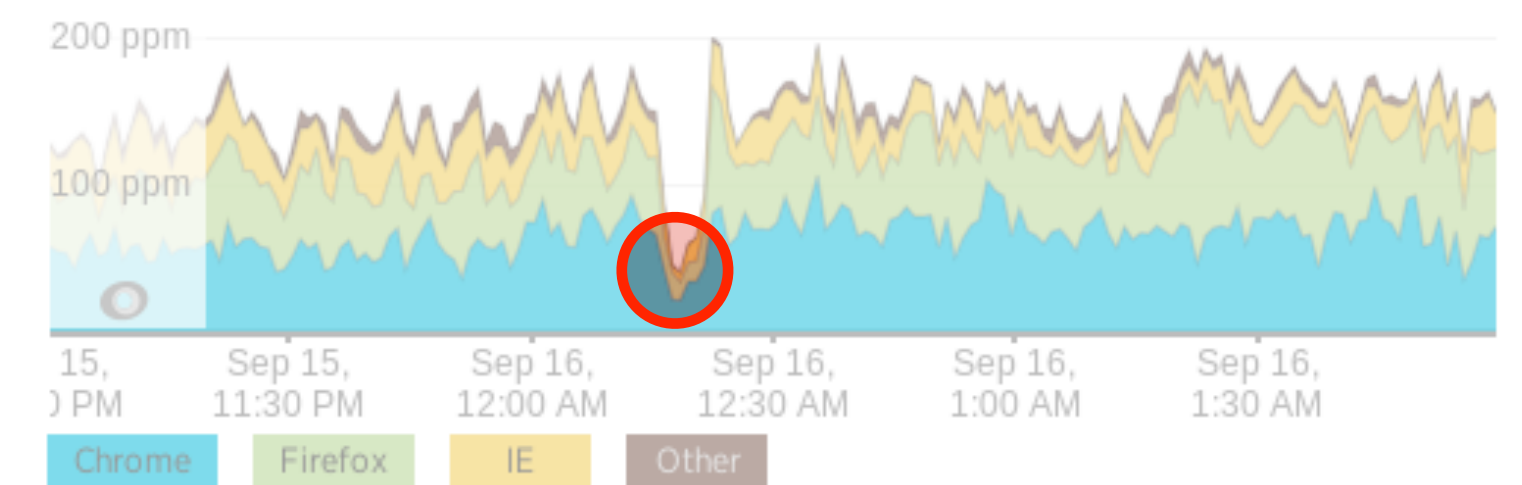
Apdex

0.91 [7.0]
BROWSER



Throughput by browser

148 ppm
AVERAGE



Recent session traces

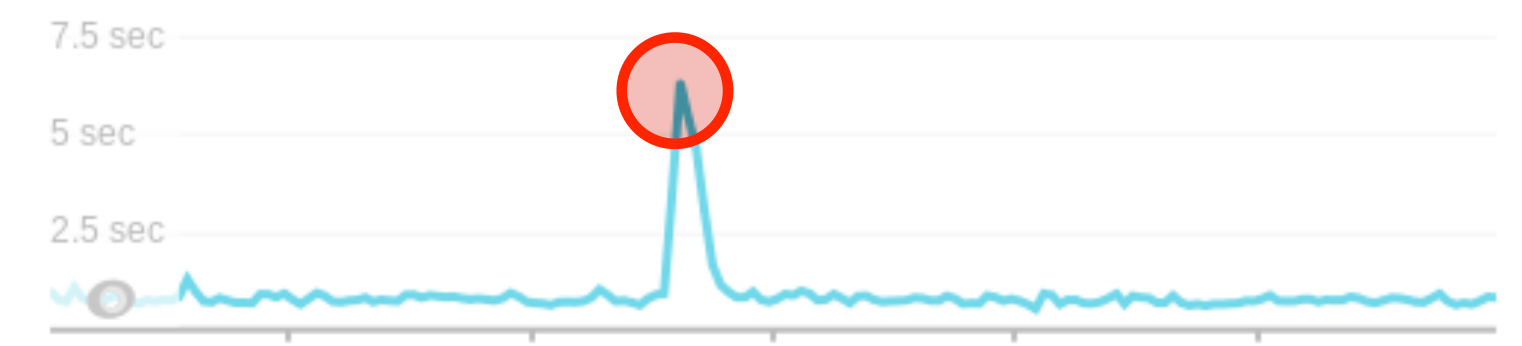
Session traces	Started at	Page load
access.redhat.com /solutions/1355683	6:00 am	0.569s
access.redhat.com /articles/1461	5:56 am	7.814s

Page views with JS errors



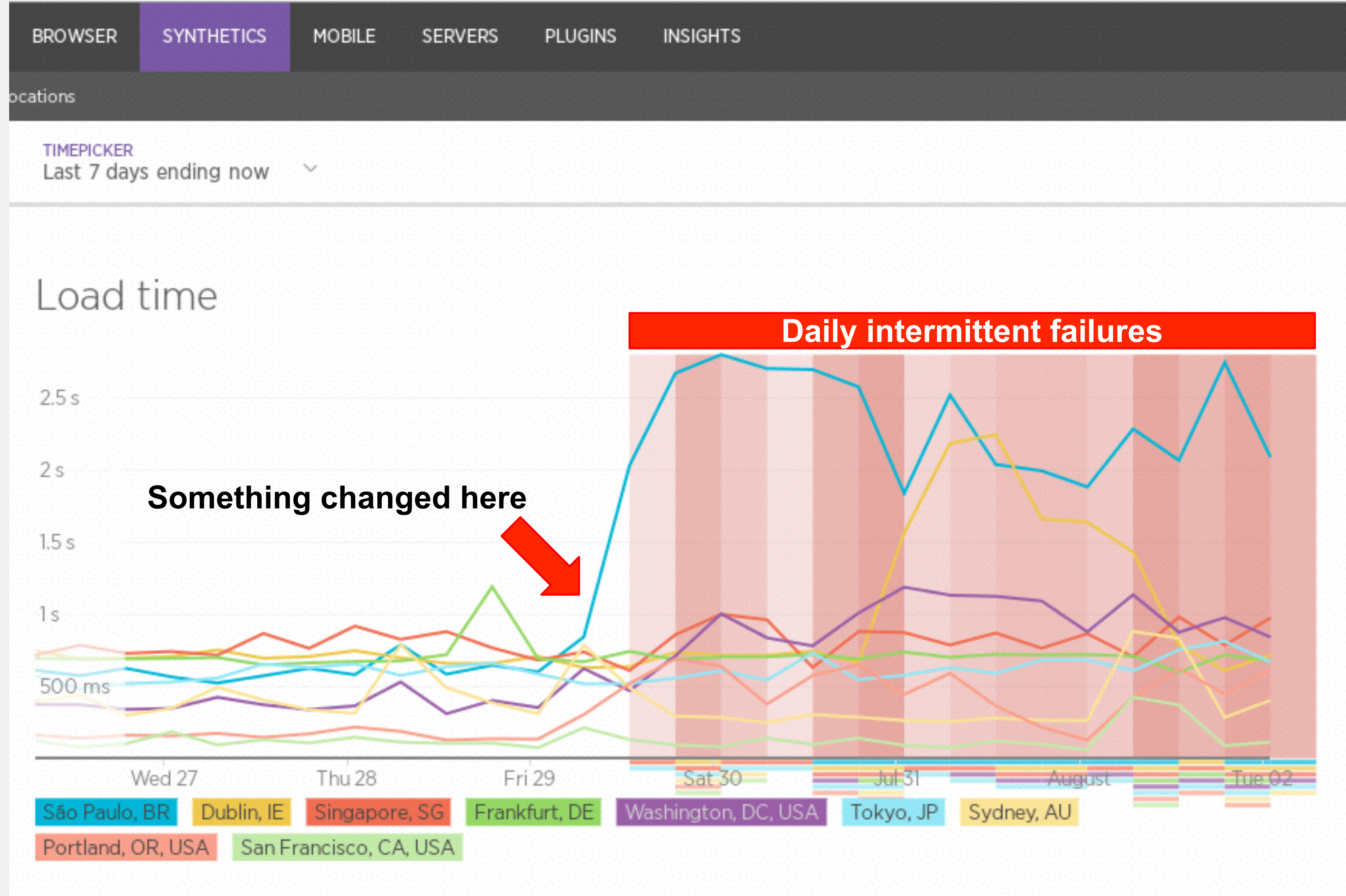
AJAX response time

0.822 s
AVERAGE



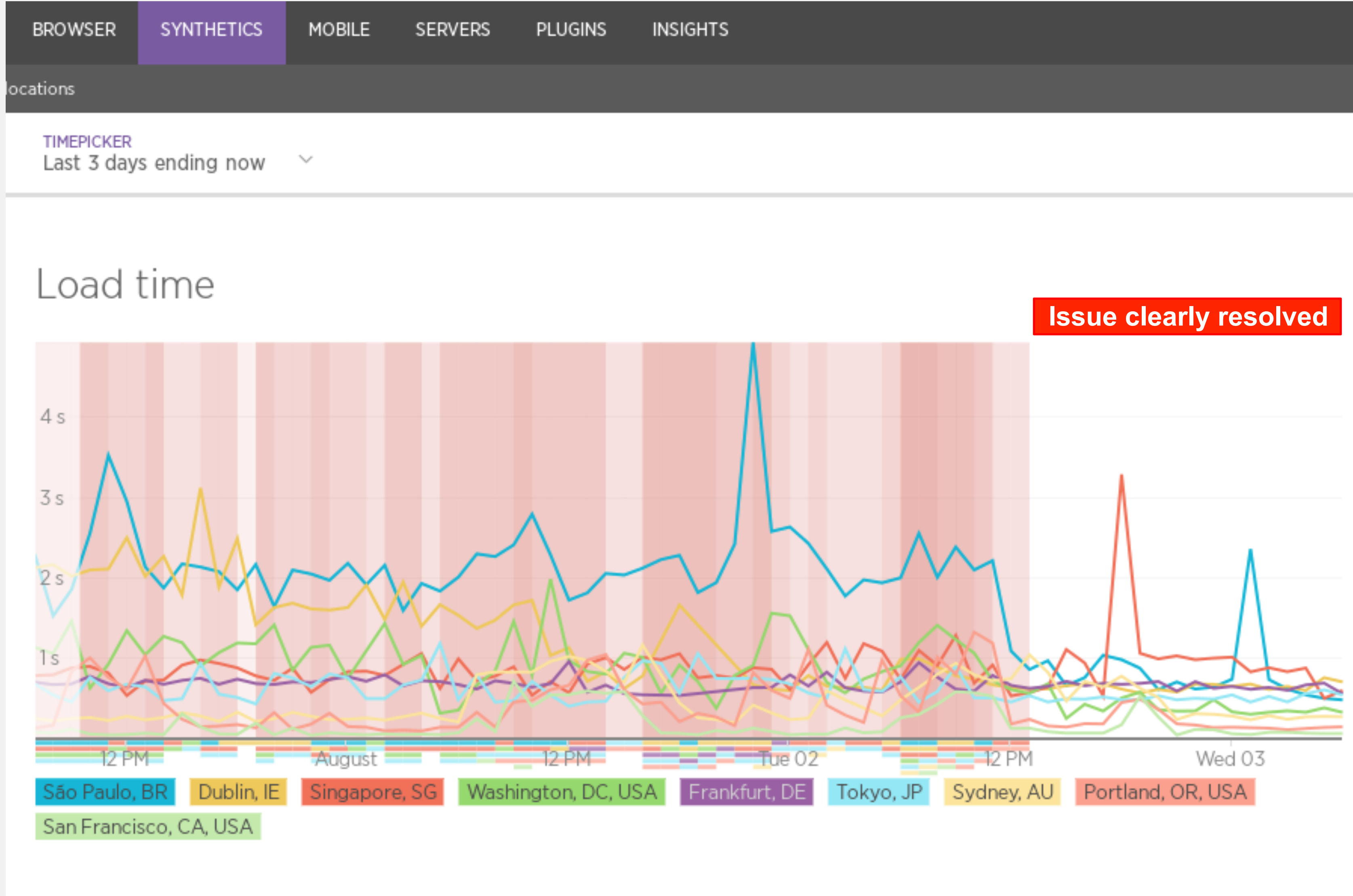
Synthetics Example 1

Detecting Firewall Issue



Synthetics Example 2

Detecting Firewall Issue Resolved



BrowSyn Example

Case of Corrupted JavaScript Cached by Akamai

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BROWSERTM

- Increase JavaScript errors from certain regions

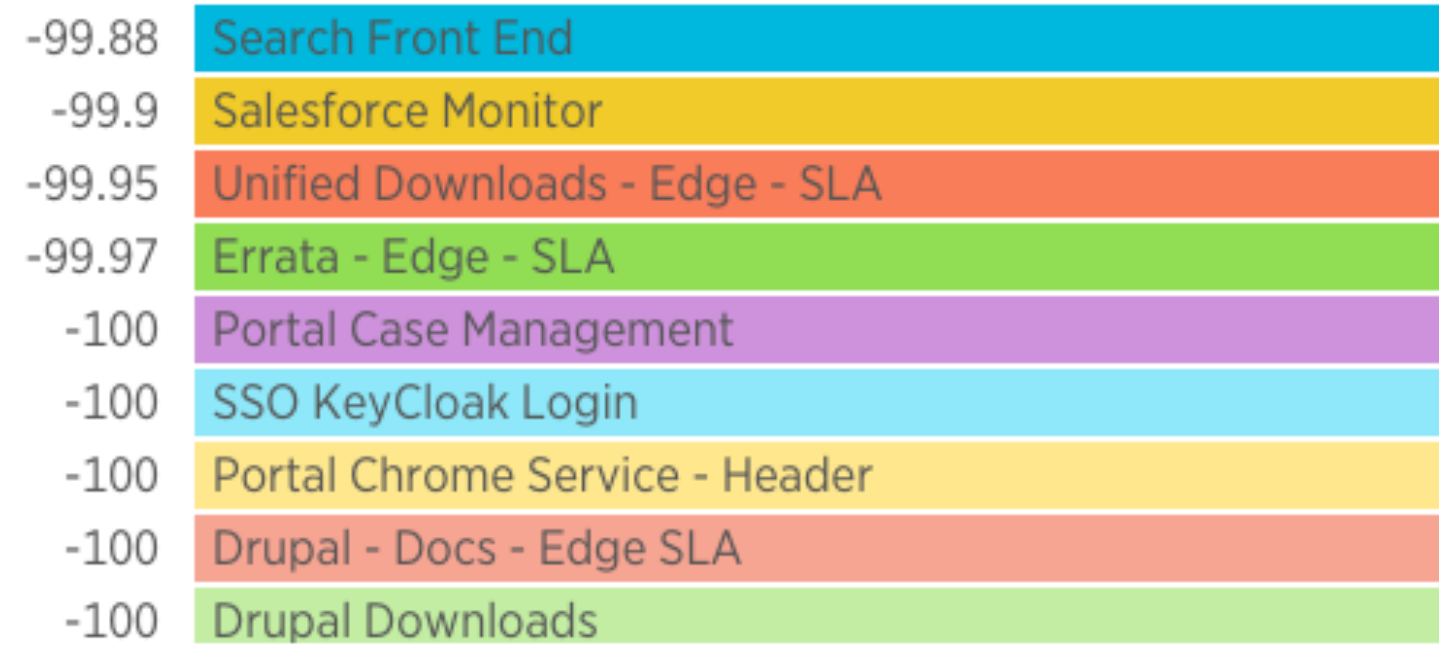
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- Only failing from certain external locations
- Not failing from internal locations

Monitor Specific Uptime Past 7 Days

Since 7 days ago

Availability



7 Day Overall Uptime

Since 7 days ago

99.99

Percentage

FY18 Q1 Overall Uptime

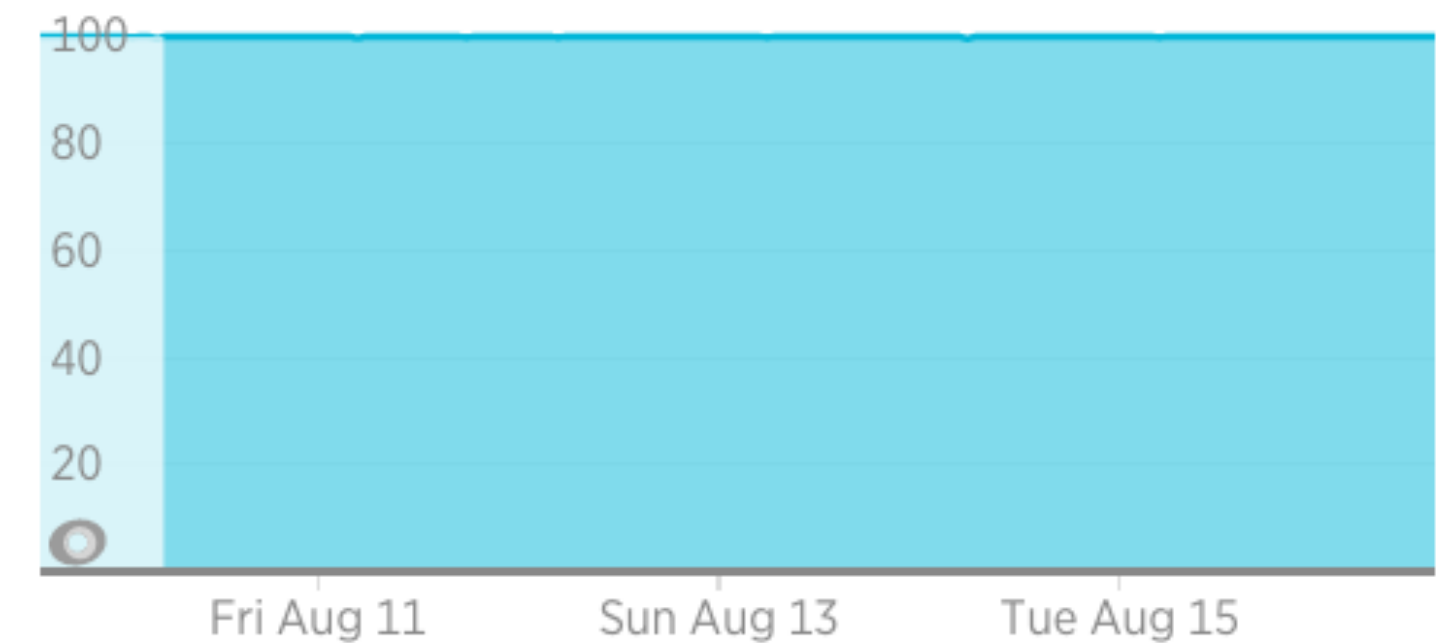
Since 28 Feb 19:00 EST until 30 May 20:00 EDT

99.46

Percentage

7 Day Hourly Uptime

Since 7 days ago



Last 3 Month Overall Uptime

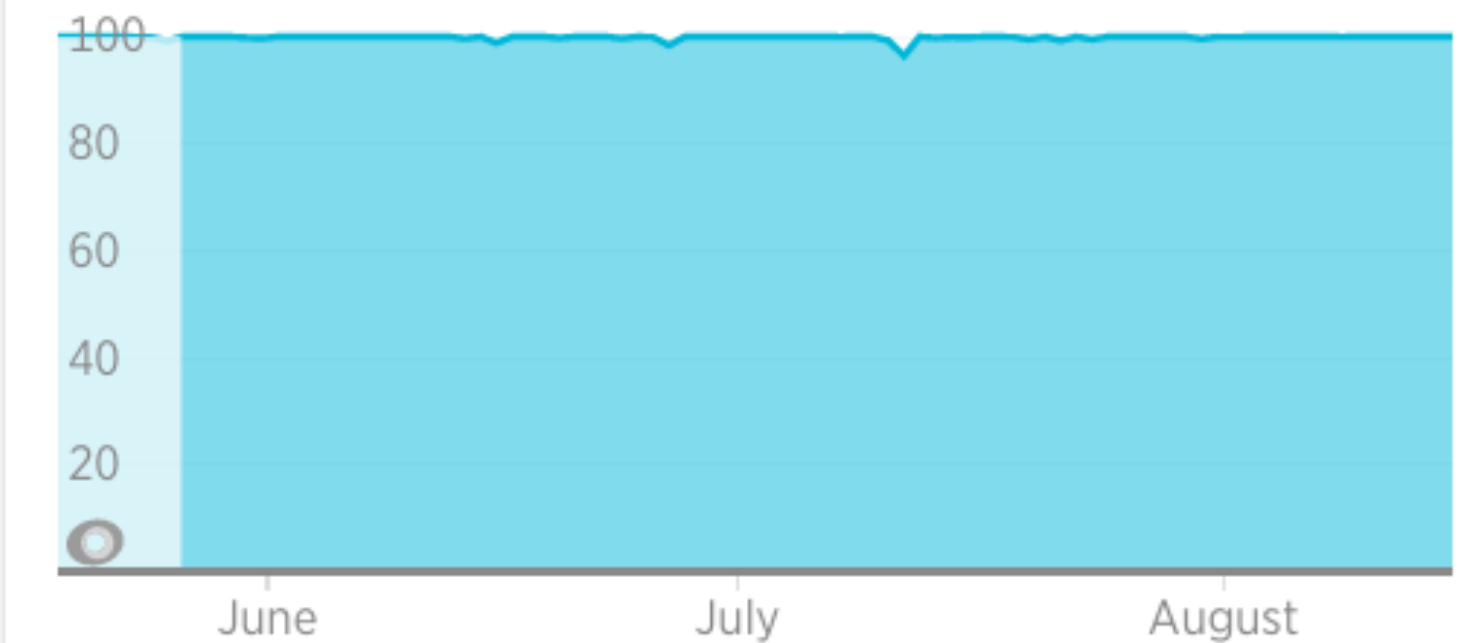
Since 3 months ago

99.85

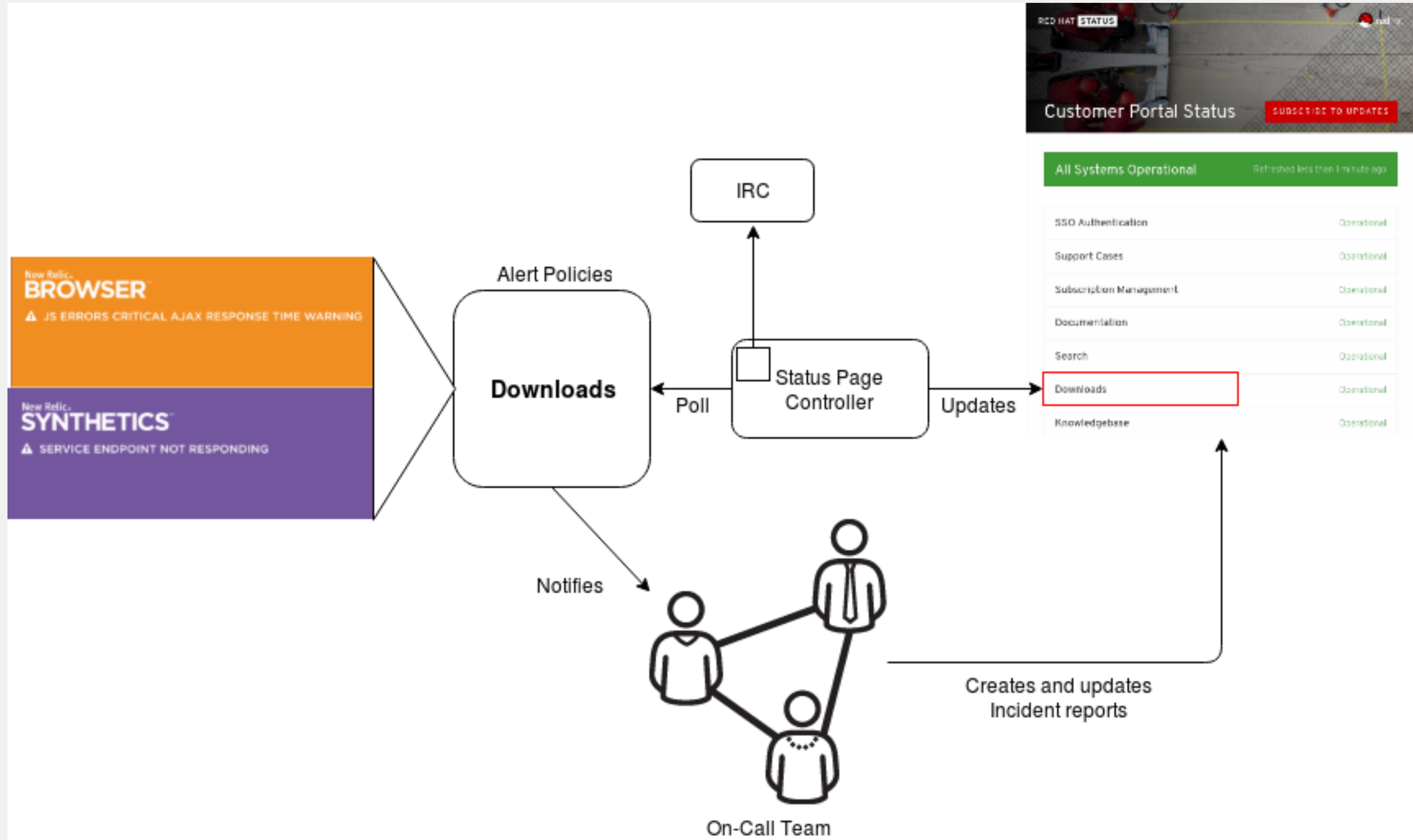
Percentage

Last 3 Months Uptime Trend

Since 3 months ago



Public Status Page Automated with BrowSyn

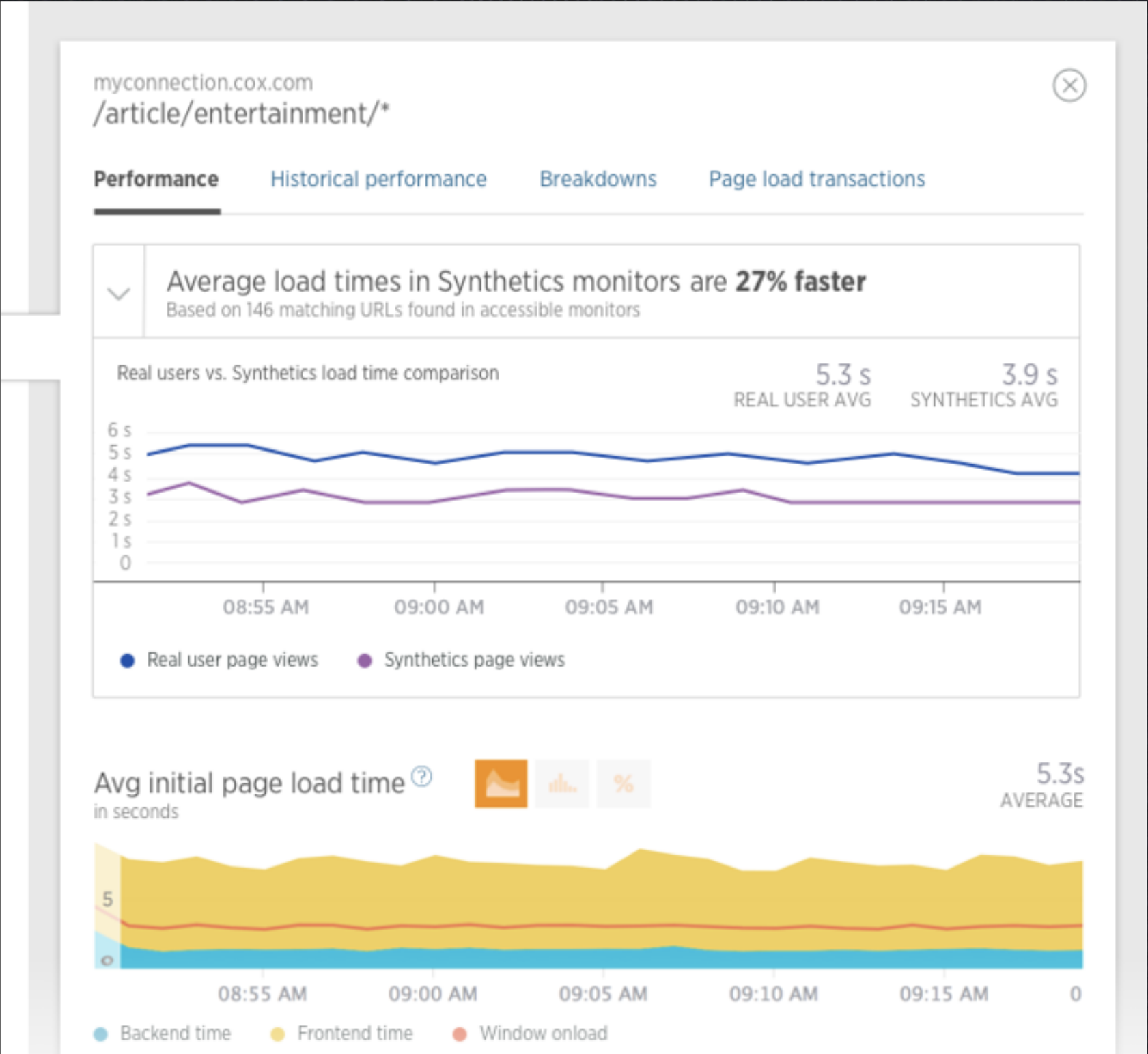


Product Announcements

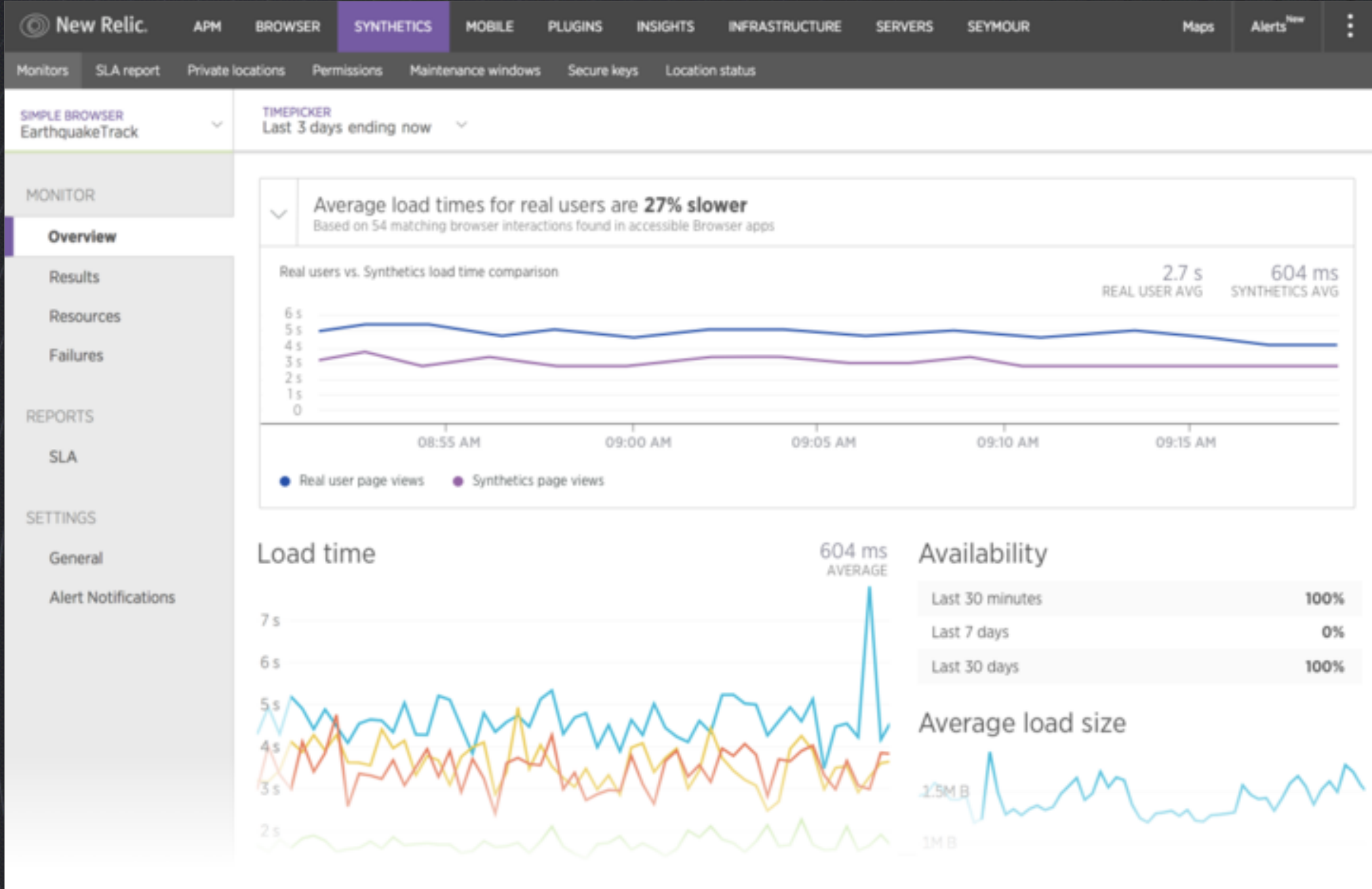
Introducing Comparative Charting (AKA BrowSyn)



New Relic® BROWSER™



New Relic® SYNTHETICS™



New Releases + Roadmap

More & Better data

- BROW** • New agent (Formerly SPA)
- BROW** • JS Errors as events (beta)
- BROW** • AMP performance (beta)
- BROW** • AJAX as events
- BROW** • Traces as events

Enterprise controls

- BROW** • Domain conditions
- SYN** • Secure Credentials (beta)
- SYN** • Audit logging

Easy deployment at scale

- SYN** • 4 New locations
- SYN** • Dockerized private minions
- SYN** • Script recorder
- SYN** • 30+ locations

Improved alerting

- SYN** • NRQL baselines
- SYN** • Flexible alert conditions

QUESTIONS?

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