



# {FUTURE}STACK<sup>17</sup>

FS<sup>17</sup>

#FutureStack

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Want great customer experience?  
START  
**BROWSYN**

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# Who are we?



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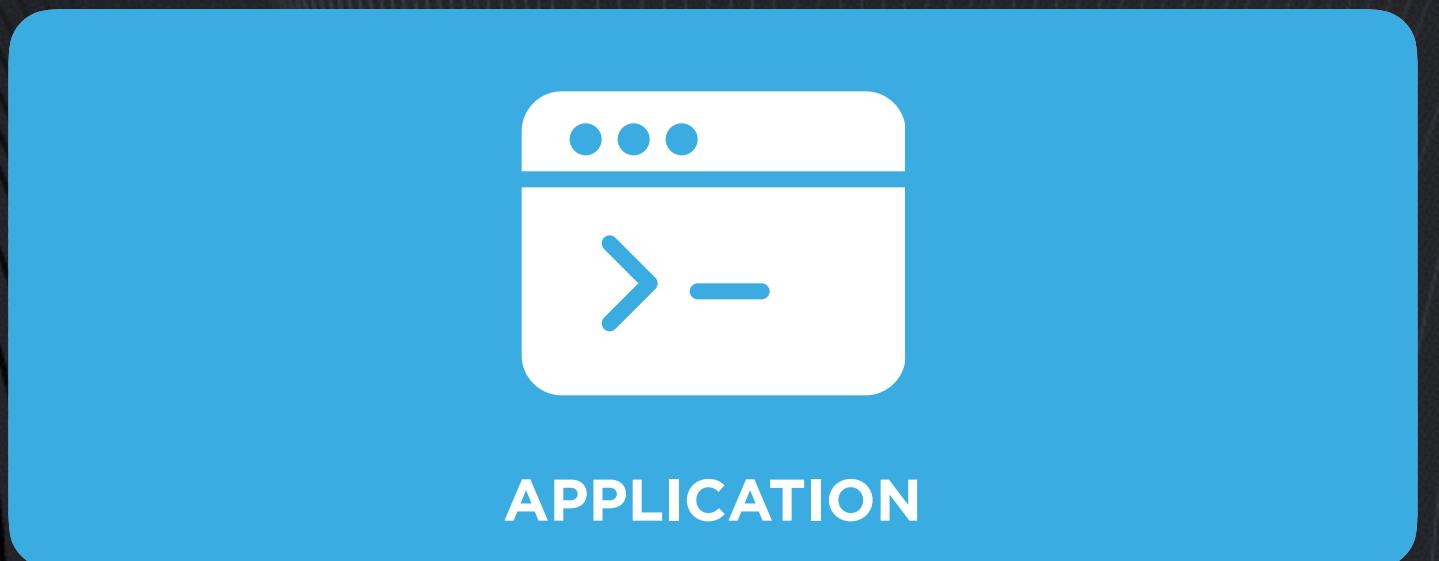
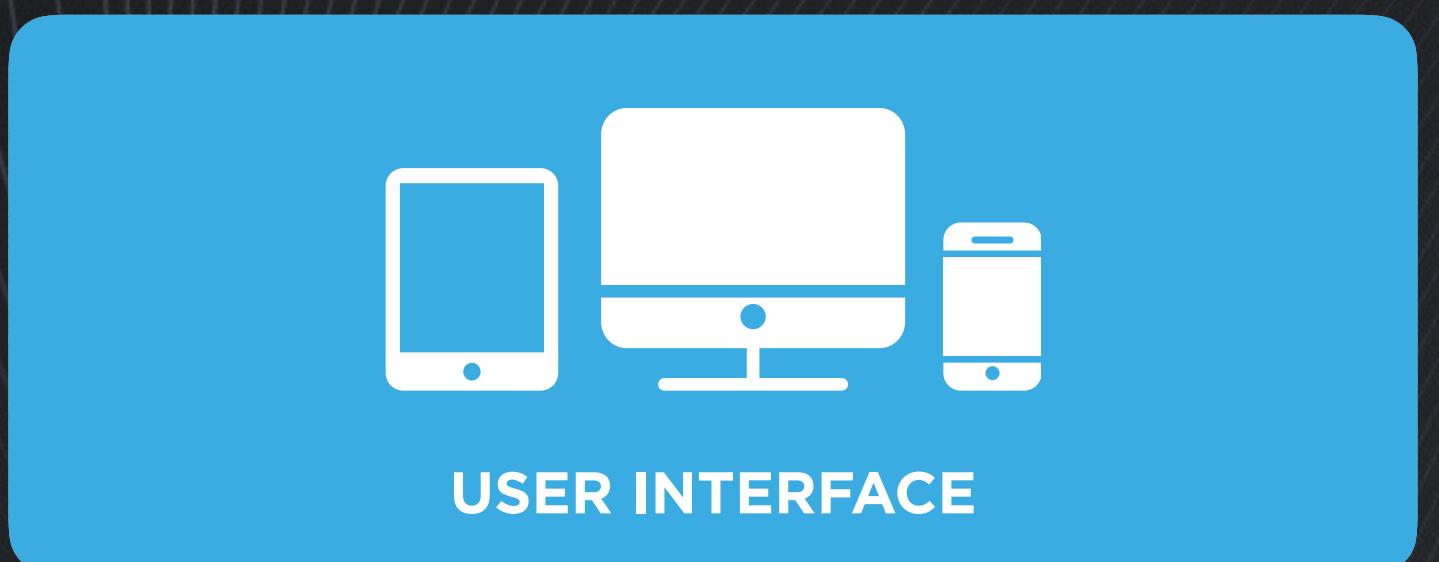
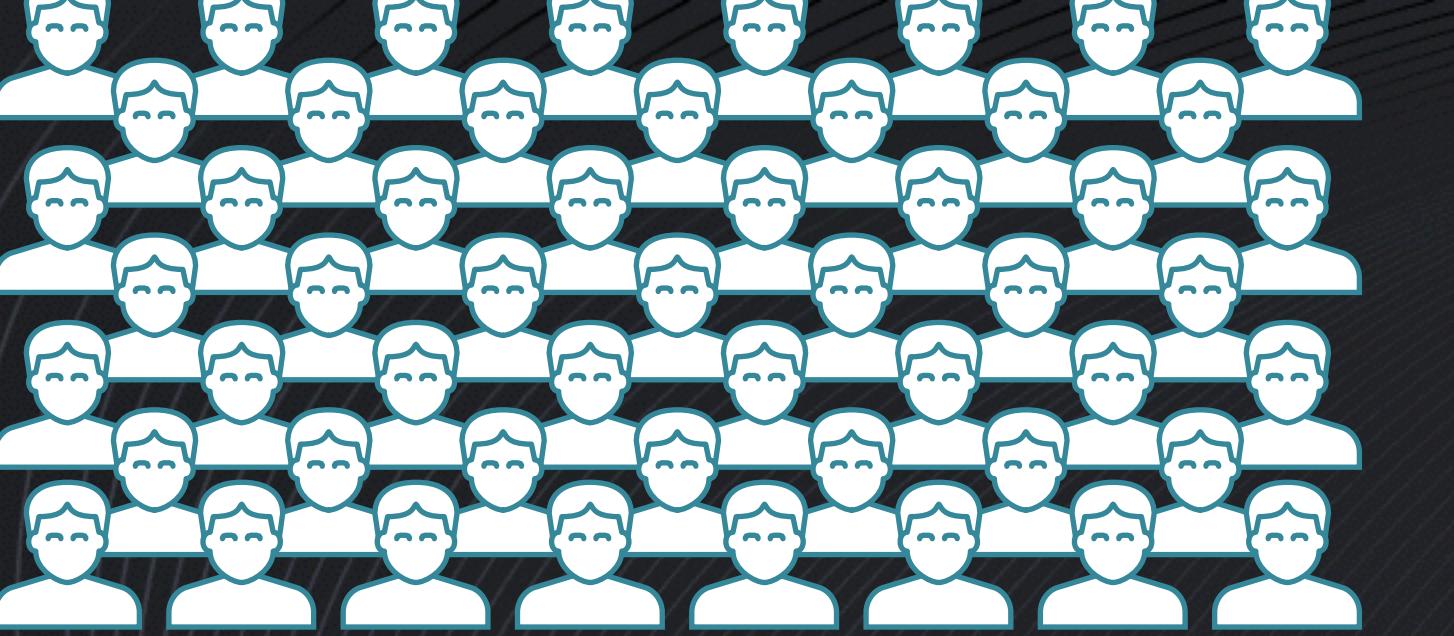


**Jared Sprague**  
Principal Software Engineer  
Red Hat

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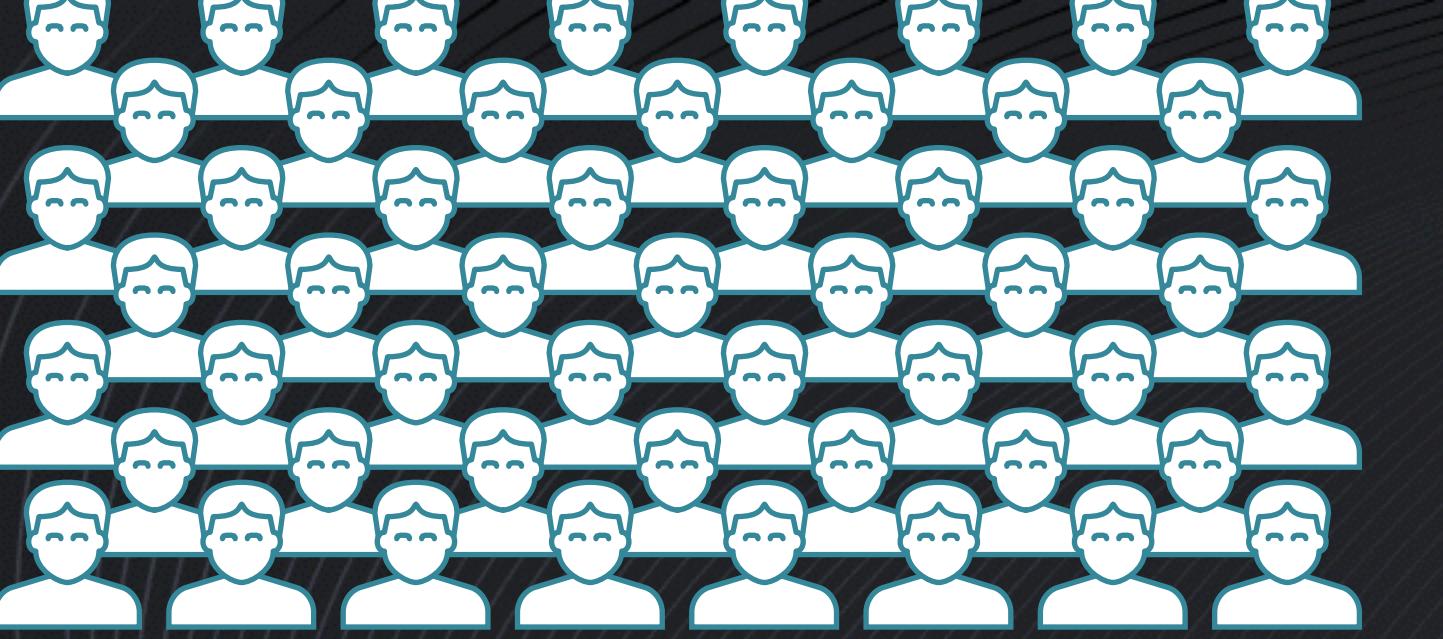
# TODAY

- | 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

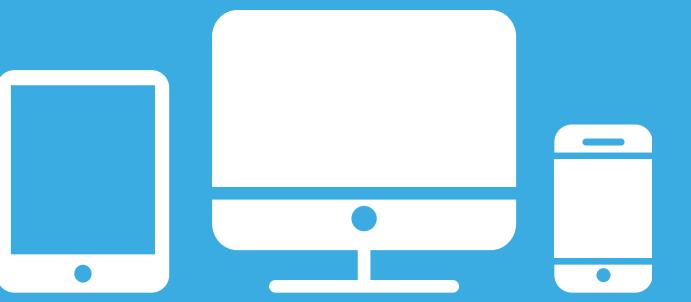


# OMG!

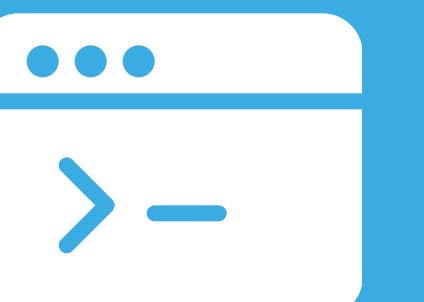
So many  
customers!



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



USER INTERFACE



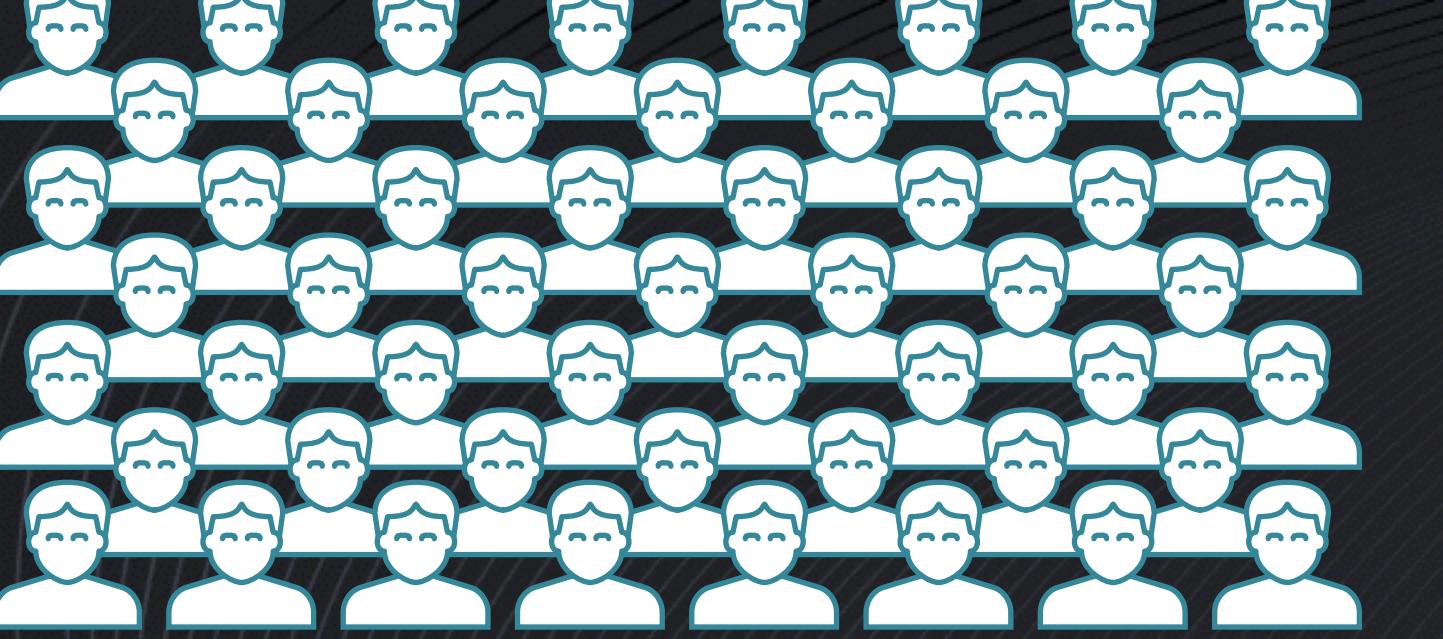
APPLICATION



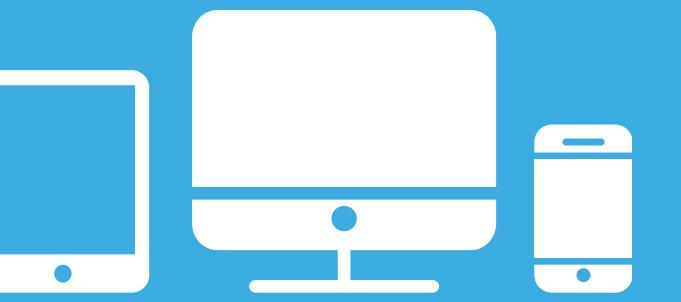
INFRASTRUCTURE

**App failure!**

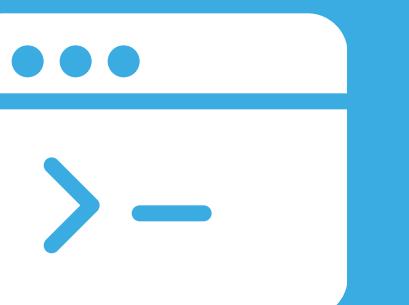
**Everything's working here,  
so my users must be happy.  
Right?**



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



USER INTERFACE



APPLICATION

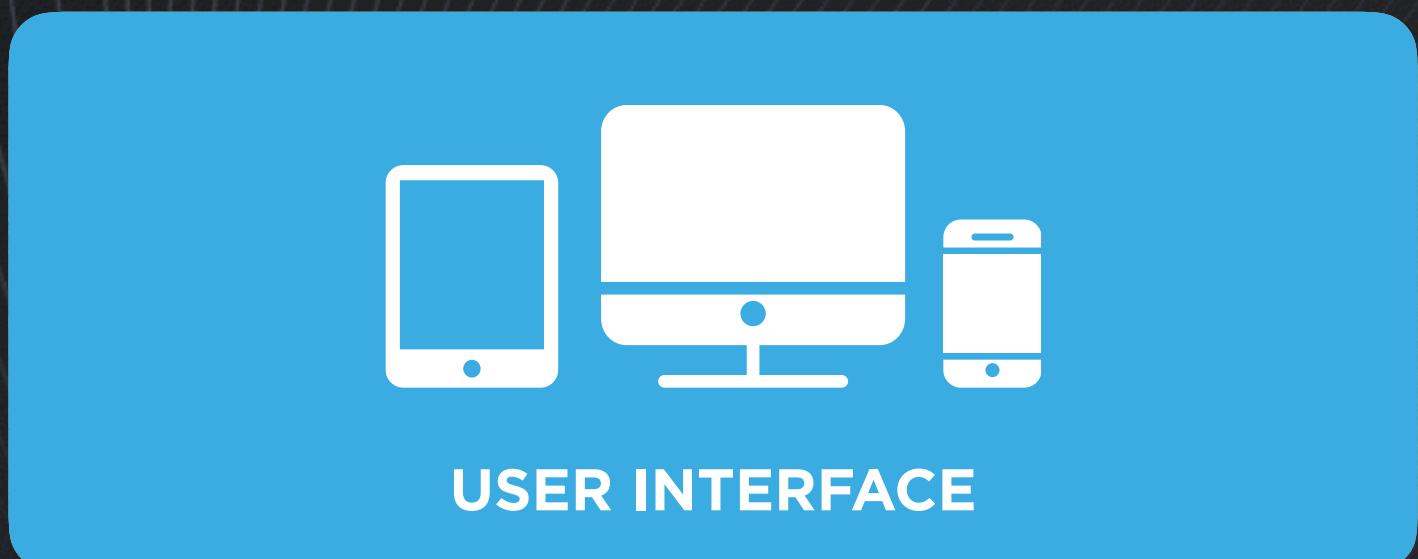
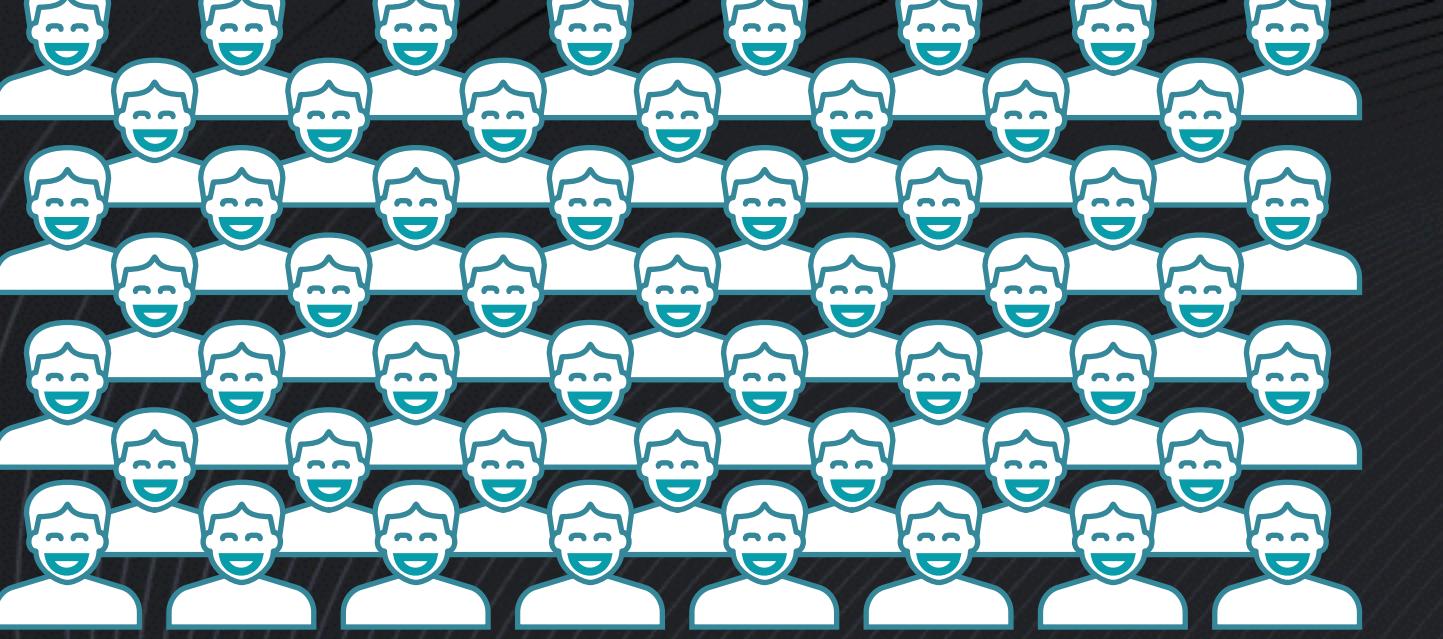


INFRASTRUCTURE

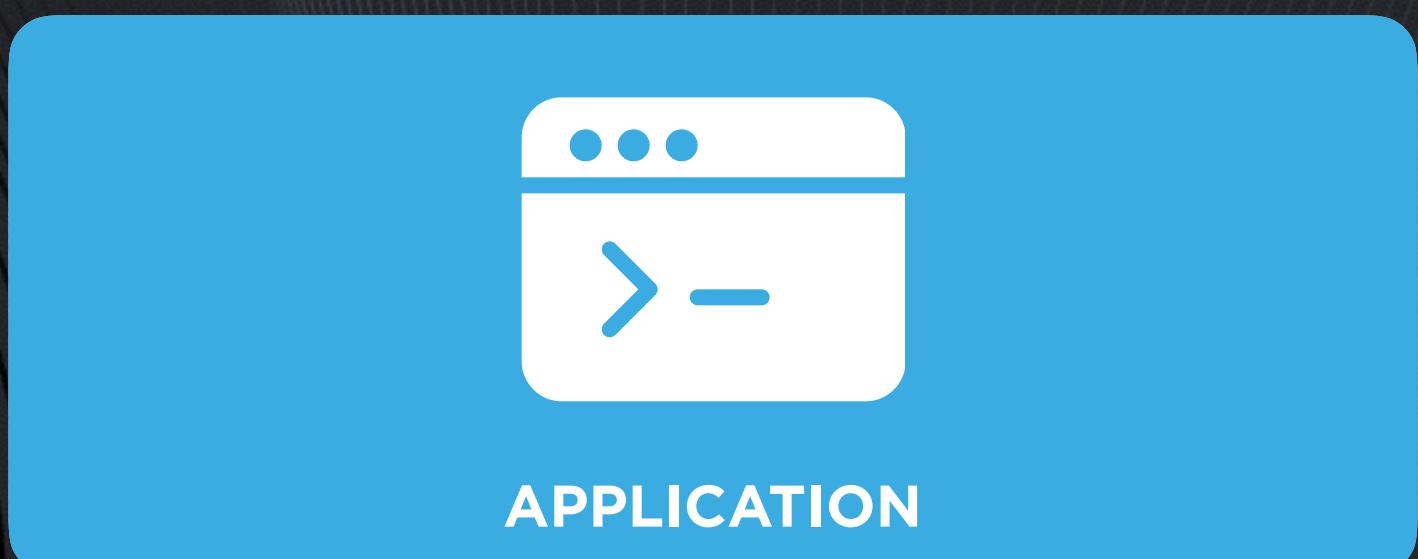
Front end failure!

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

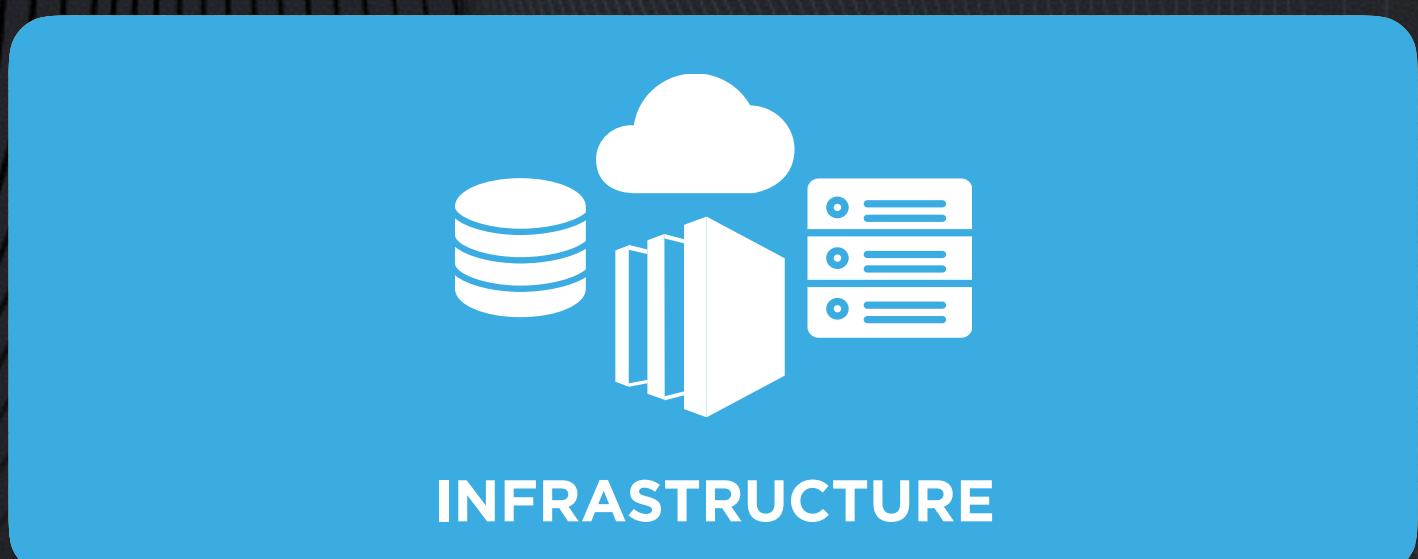
Still working!



USER INTERFACE



APPLICATION



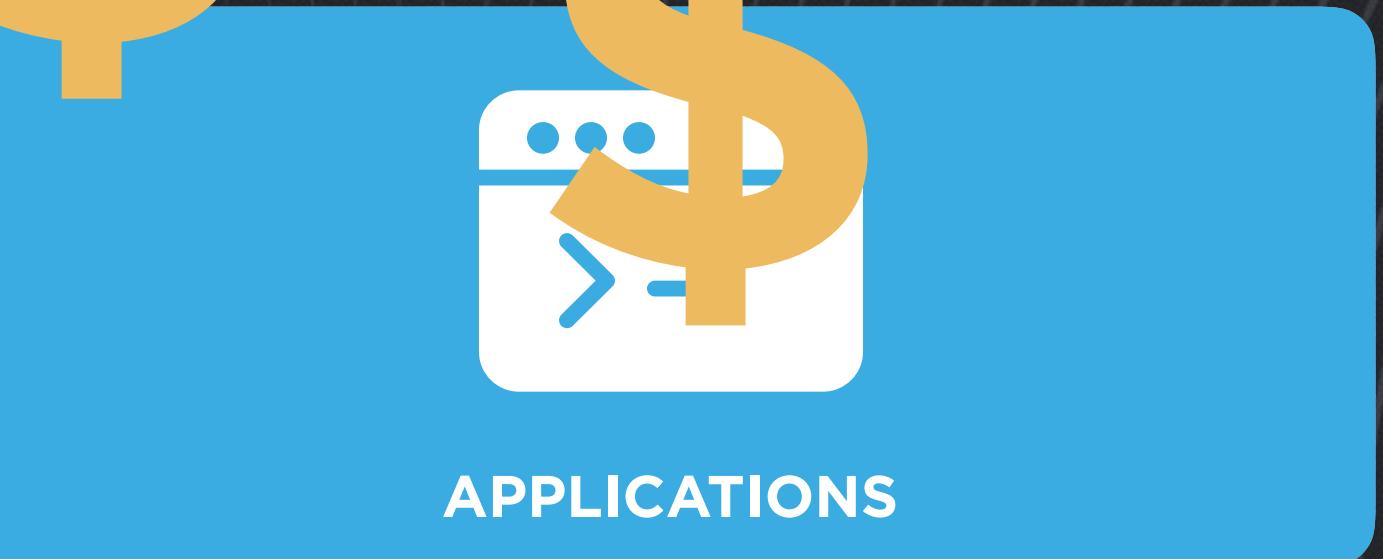
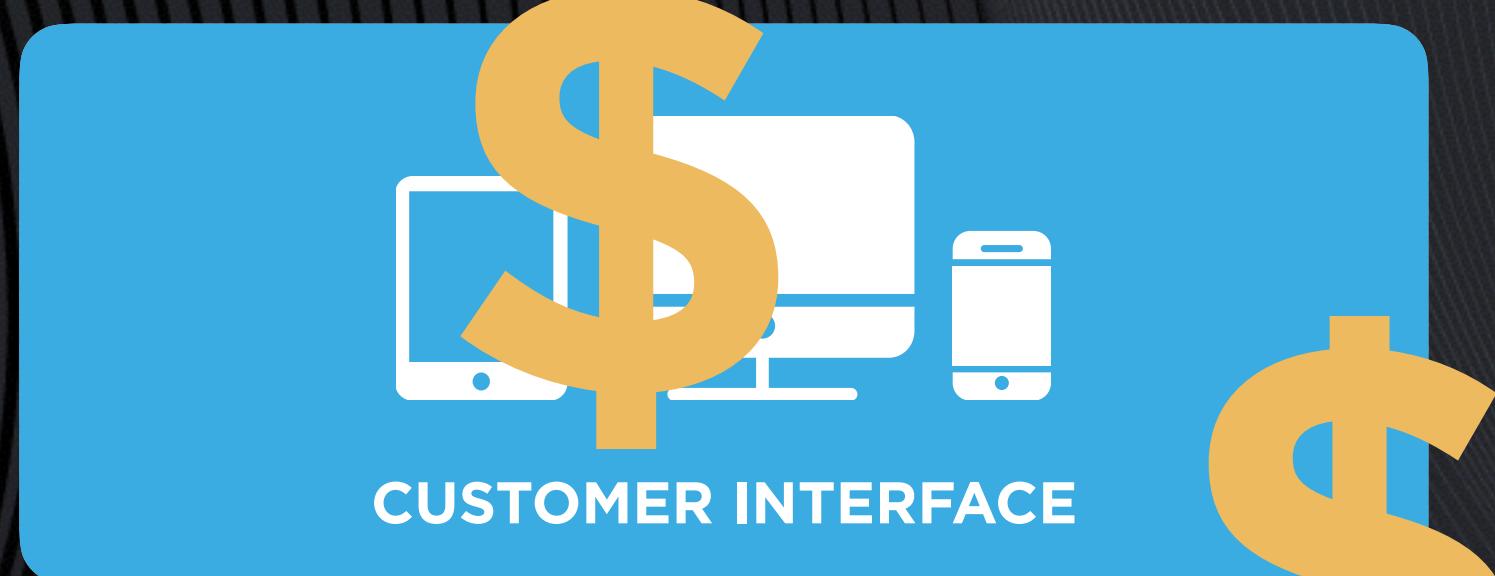
INFRASTRUCTURE

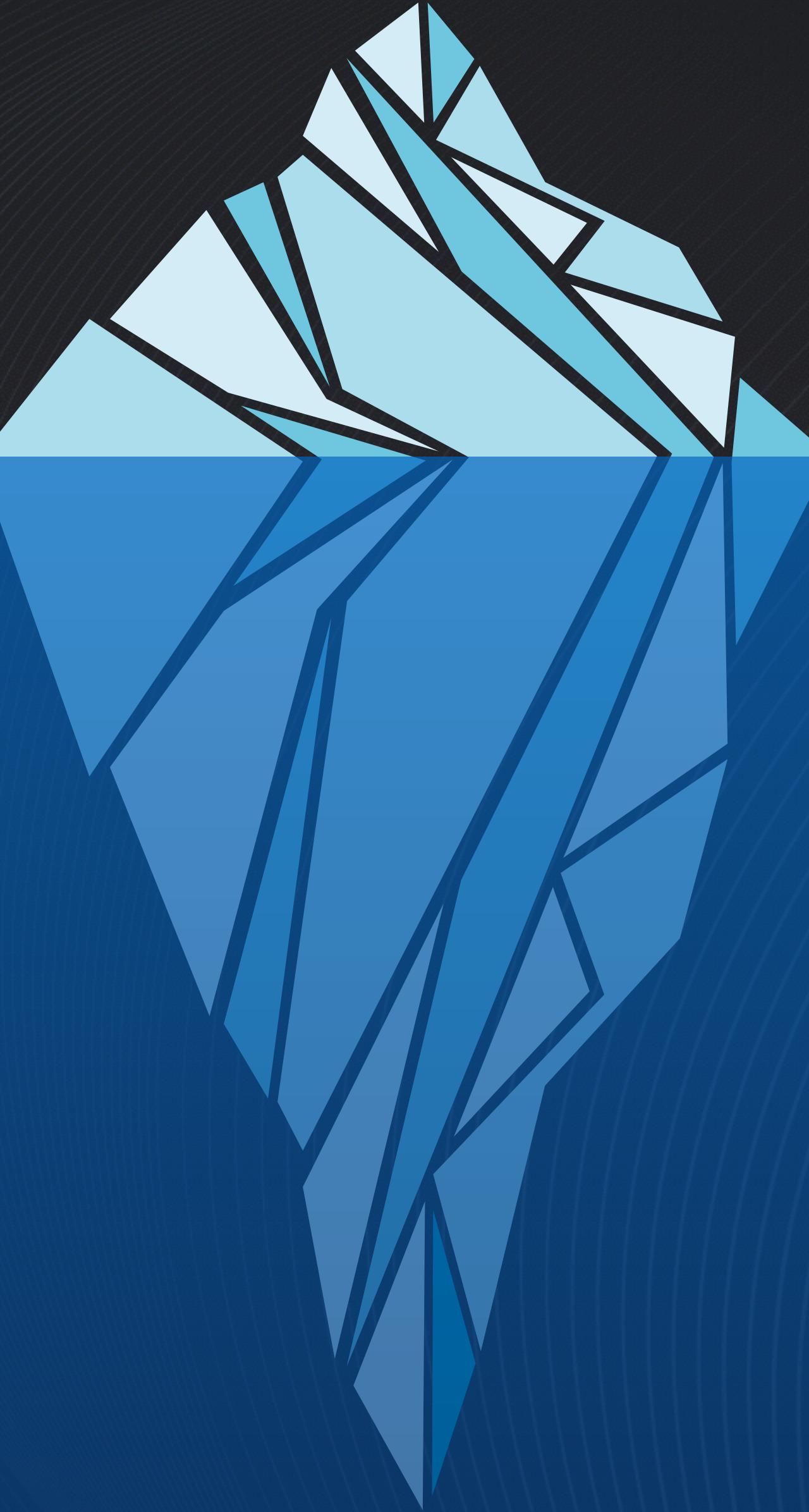
**This site works great!  
Take all our money!!!!**

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

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

Still working!



A large iceberg graphic is positioned in the center of the slide. It consists of a dark blue base representing the submerged portion and a light blue top representing the visible portion above the waterline. The ice is depicted with jagged, angular shapes.

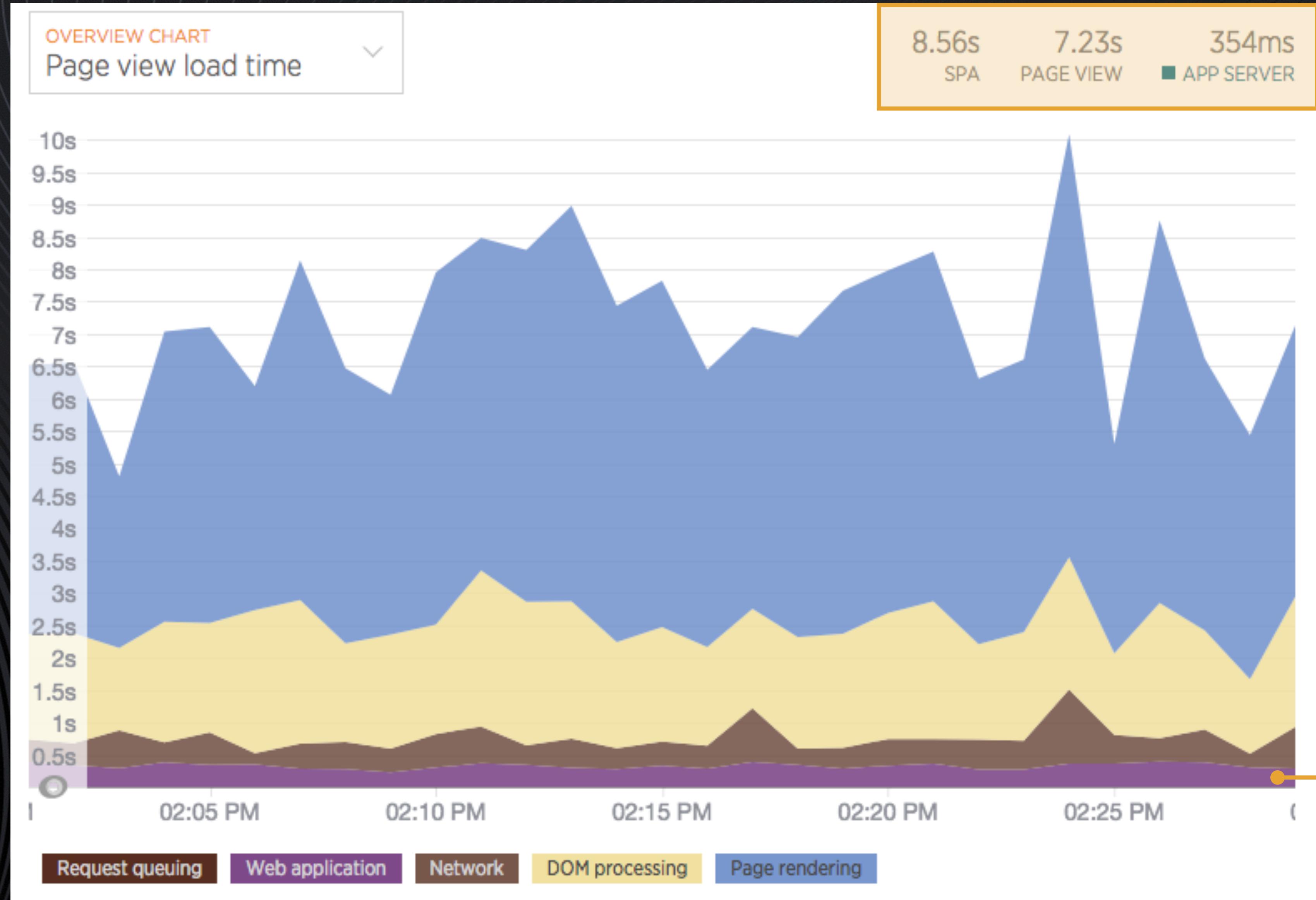
**Front end**

**Back end**

**Front end**



**Back end**



Front end

Back end

New Relic.<sup>®</sup>  
**BROWSER**<sup>™</sup> + New Relic.<sup>®</sup>  
**SYNTHETICS**<sup>™</sup>

# New Relic® **BROWSER**™

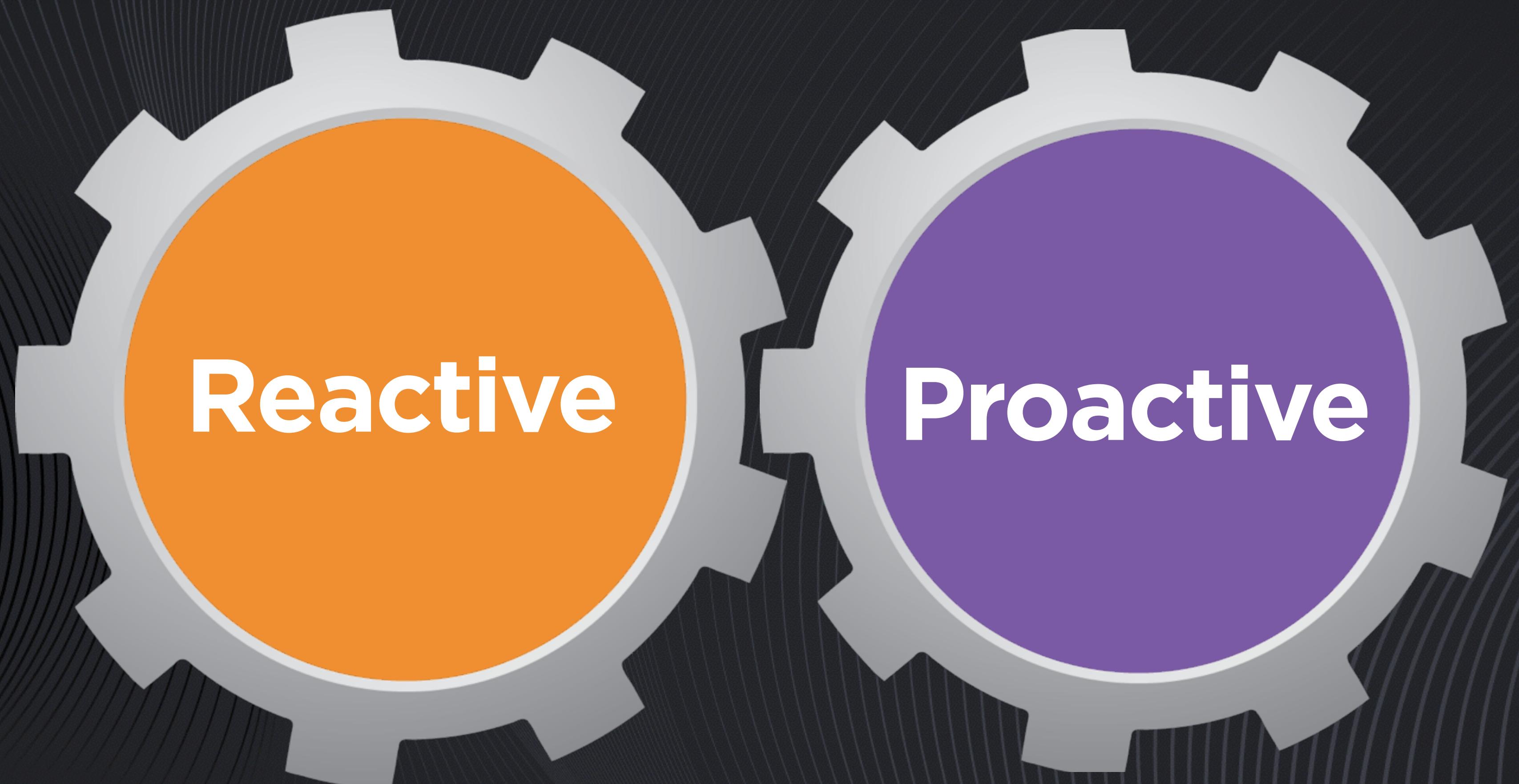
- Provides a detailed view into performance across all visits on your website
- Actionable error analysis and trace details
- Single page app support

# New Relic® **SYNTHETICS**™

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

New Relic®  
**BROWSER™**

New Relic®  
**SYNTHETICS™**

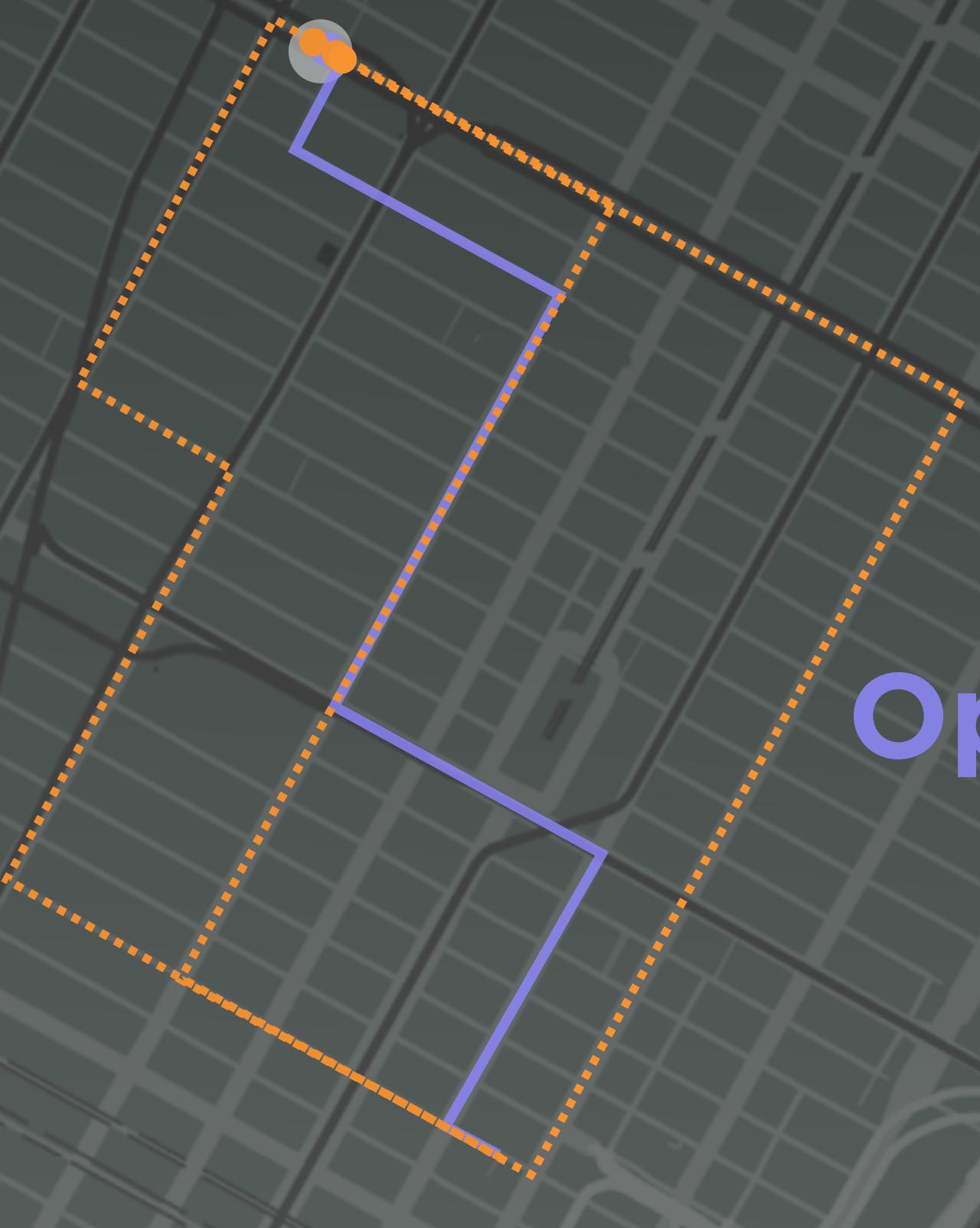


New Relic®  
**BROWSER**™

New Relic®  
**SYNTHETICS**™

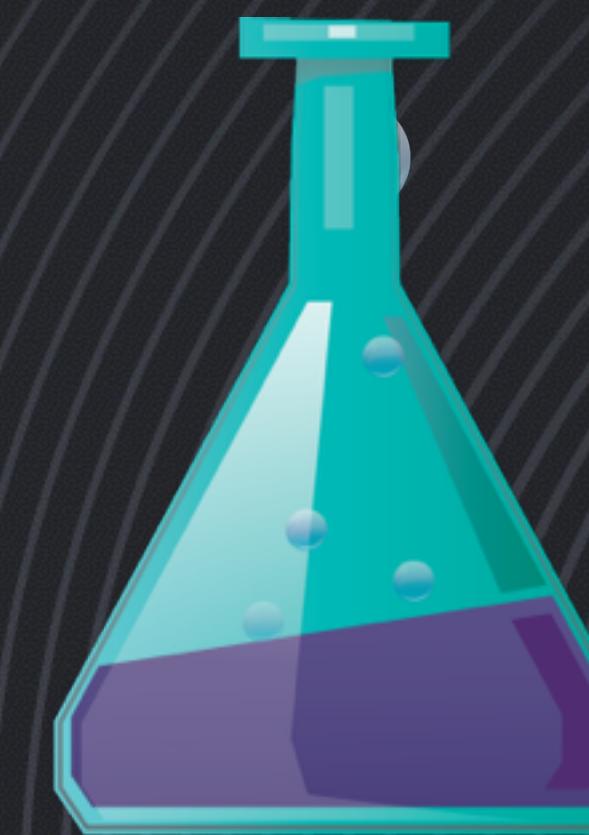
Actual

Optimal



New Relic®  
**BROWSER**™

New Relic®  
**SYNTHETICS**™



# The Mysterious Case of the Browser-specific Race Condition



New Relic®  
**SYNTHETICS™**



New Relic®  
**BROWSER™**

## 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



New Relic®  
**BROWSER™**



New Relic®  
**SYNTHETICS™**

**Impact**

**Zero sales possible until the issue is fixed**





redhat.

# New Relic BrowSyn 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

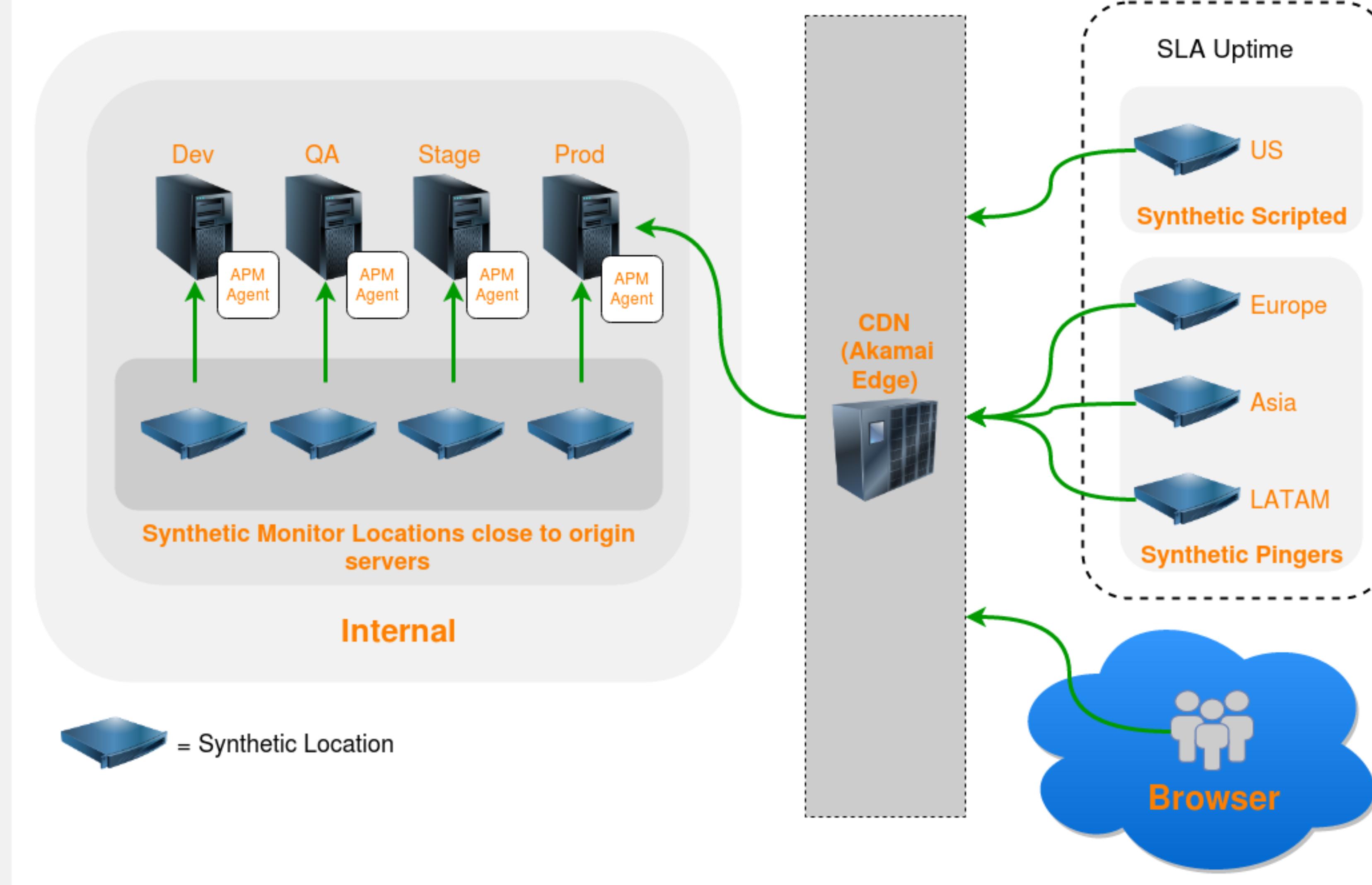
## We had a problem with our current monitoring

- 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

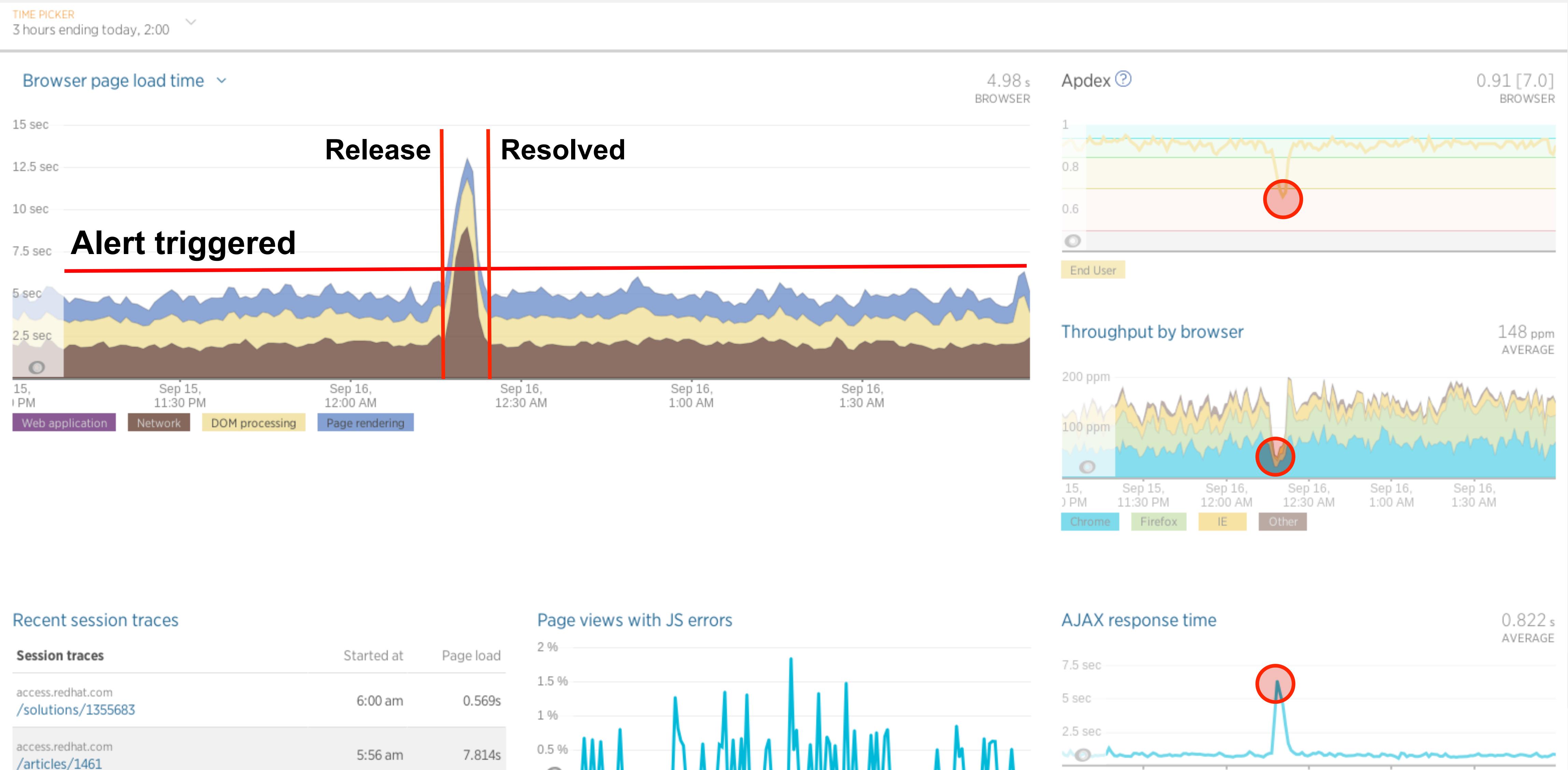
- ✓ Standard Scripting Language
- ✓ Able to monitor both web applications and rest APIs
- ✓ Can monitor from both Internal and External locations
- ✓ Easy to troubleshoot failures
- ✓ Flexible Alerting
- ✓ Monitor Client-side performance
- ✓ Monitor SPAs
- ✓ Must have accurate Uptime Reporting

# ENTERPRISE APPLICATION MONITORING



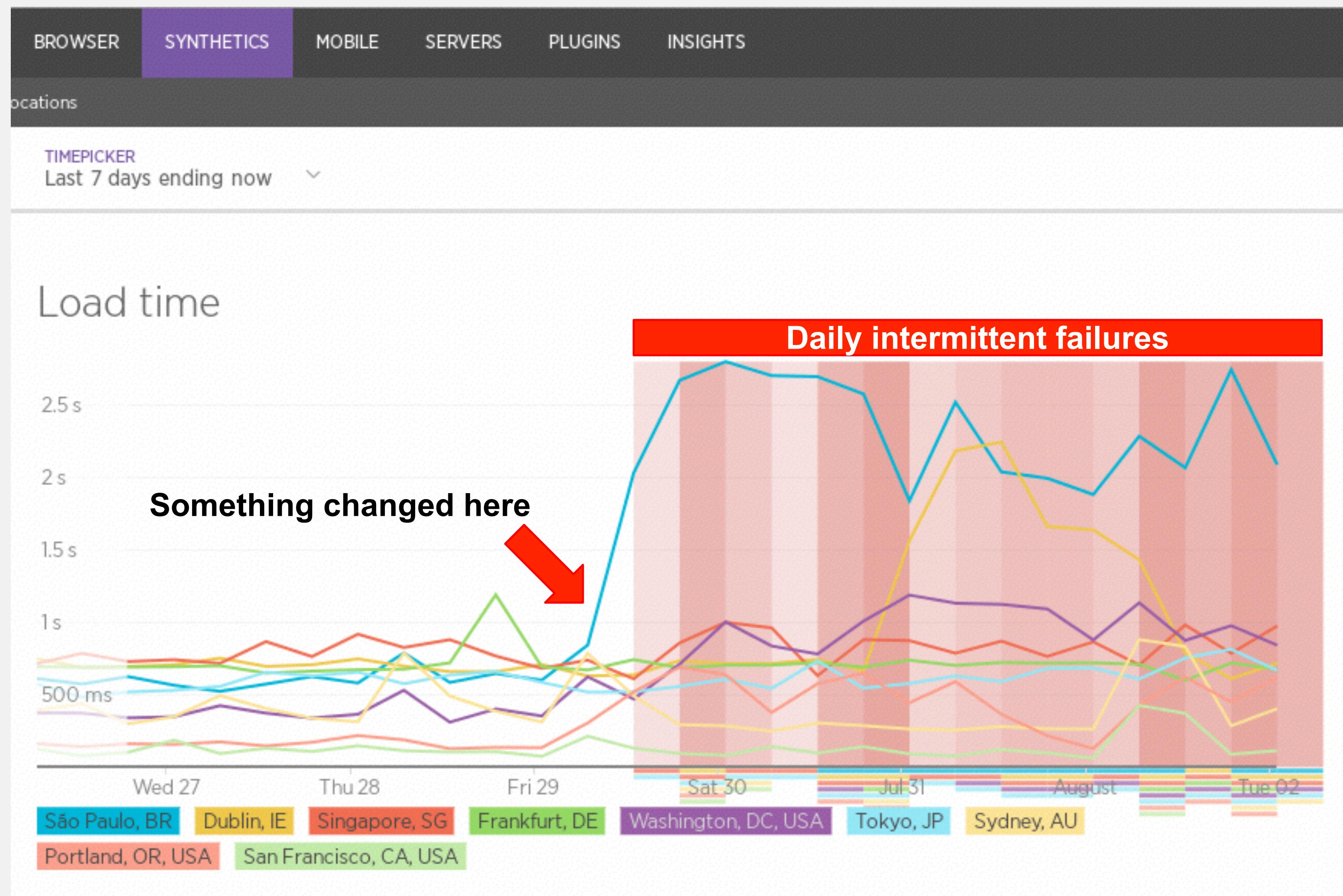
# Browser Case

## Detecting Degraded User Experience



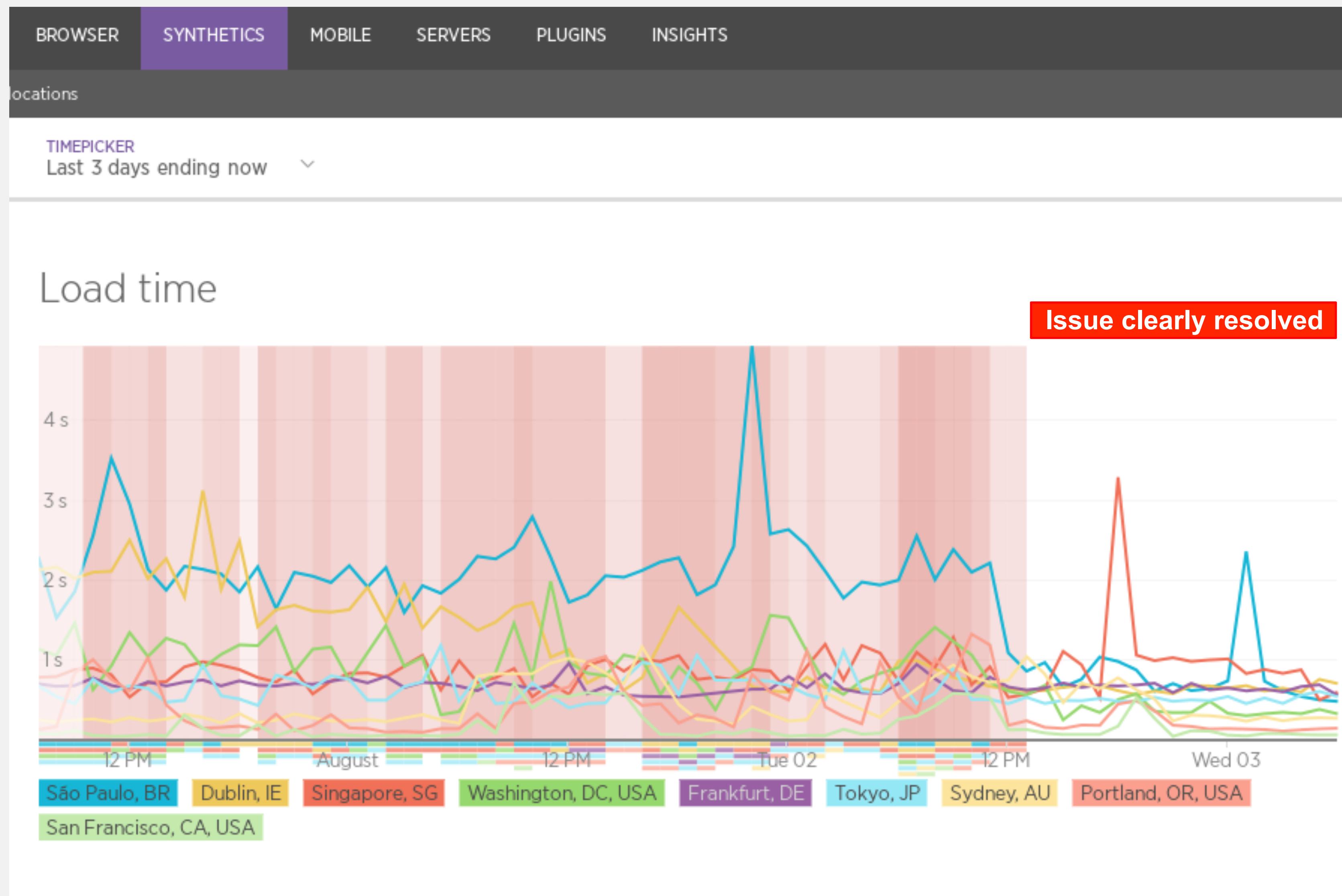
# Synthetics Example 1

## Detecting Firewall Issue



# Synthetics Example 2

## Detecting Firewall Issue Resolved



# BrowSyn Example

Case of Corrupted JavaScript Cached by Akamai



- Increase JavaScript errors from certain regions



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

# SLA Dashboard - Weekly

Search or filter

Add Dashboard Note



Edit



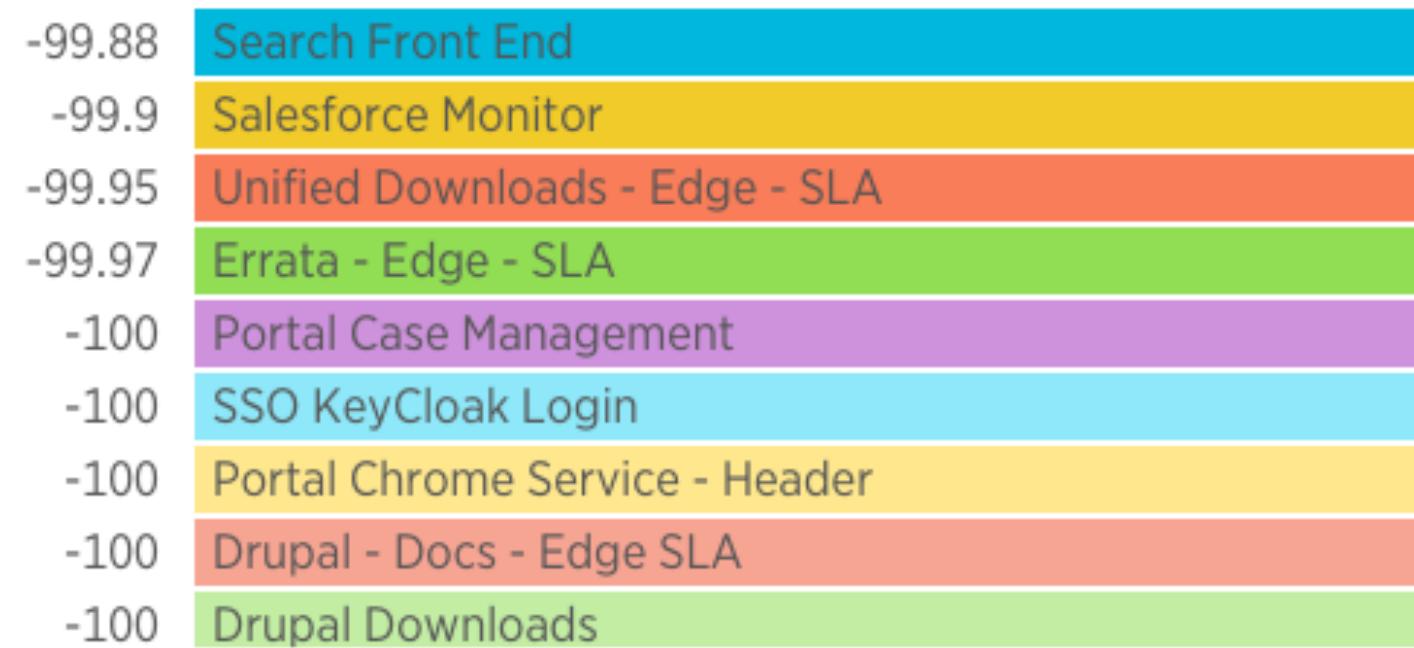
Created by kahrens@newrelic.com  
Last edited 5/23/17

Default 30m 60m 6h 1d 7d Custom

## 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

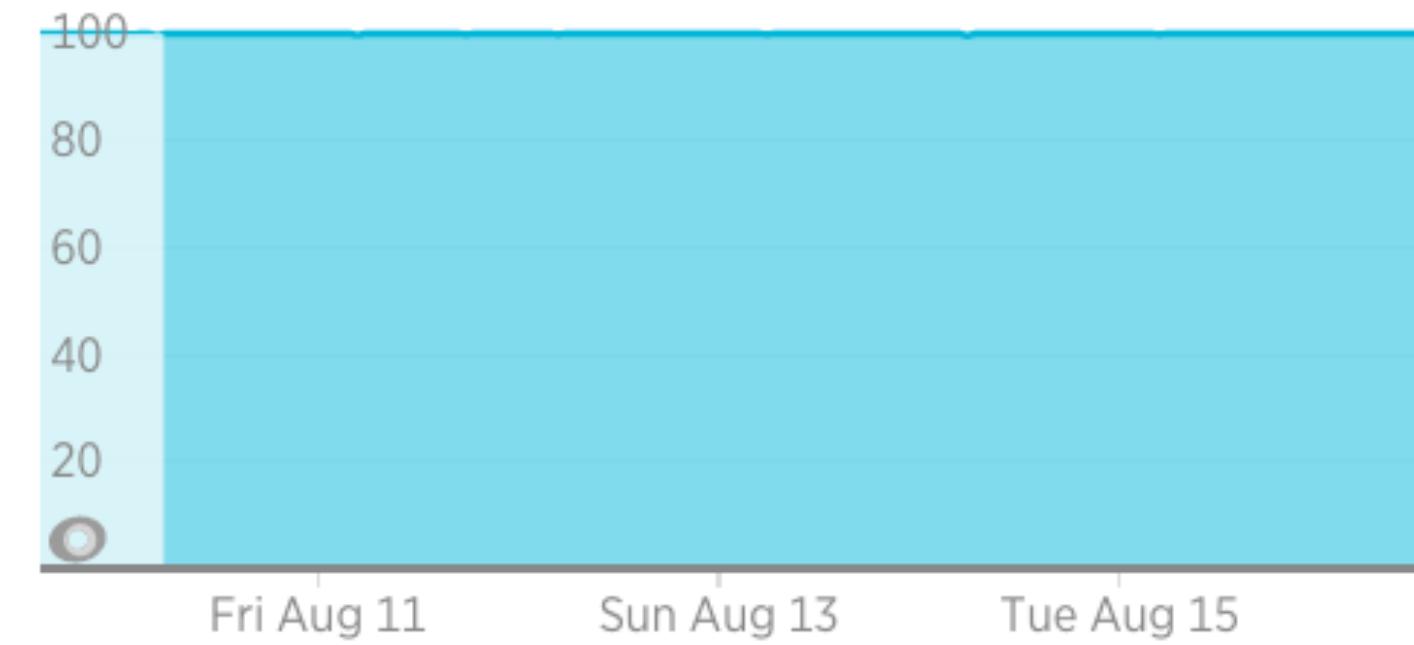
Since 28 Feb 19:00 EST until 30 May 20:00 EDT

99.46

Percentage

## 7 Day Hourly Uptime

Since 7 days ago



## Last 3 Month Overall Uptime

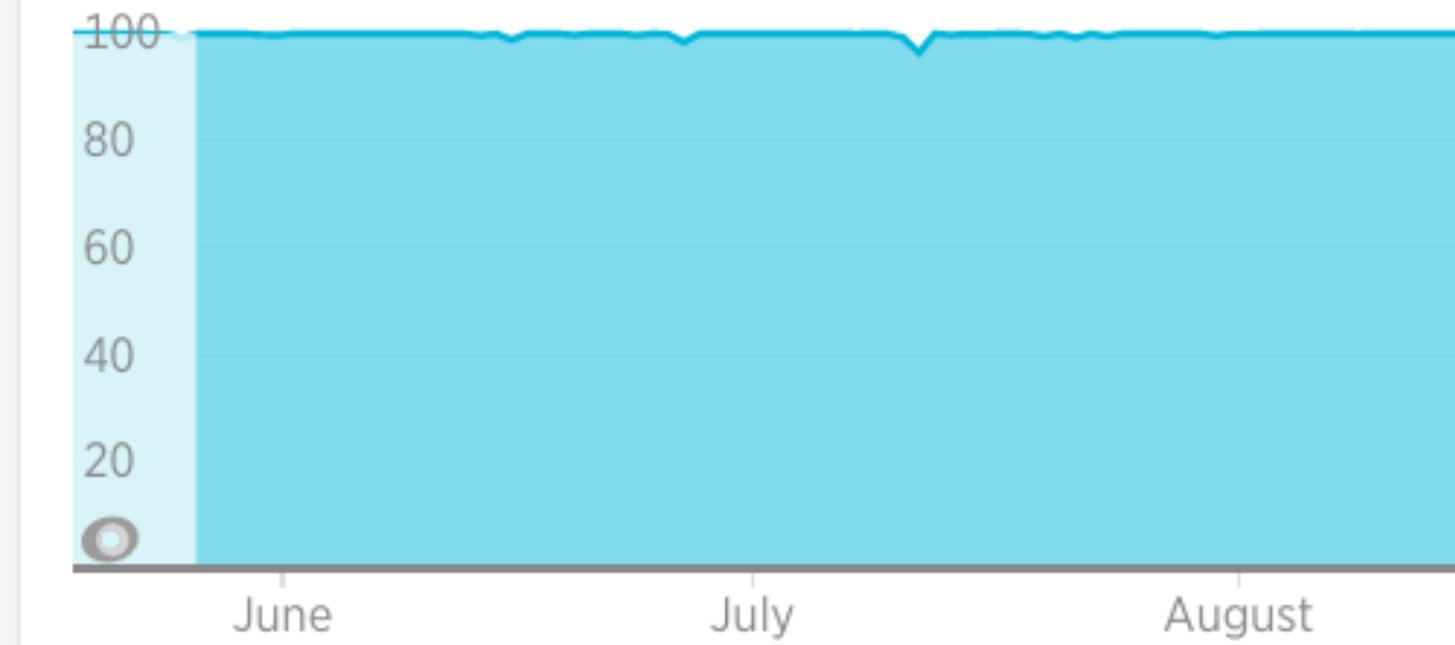
Since 3 months ago

99.85

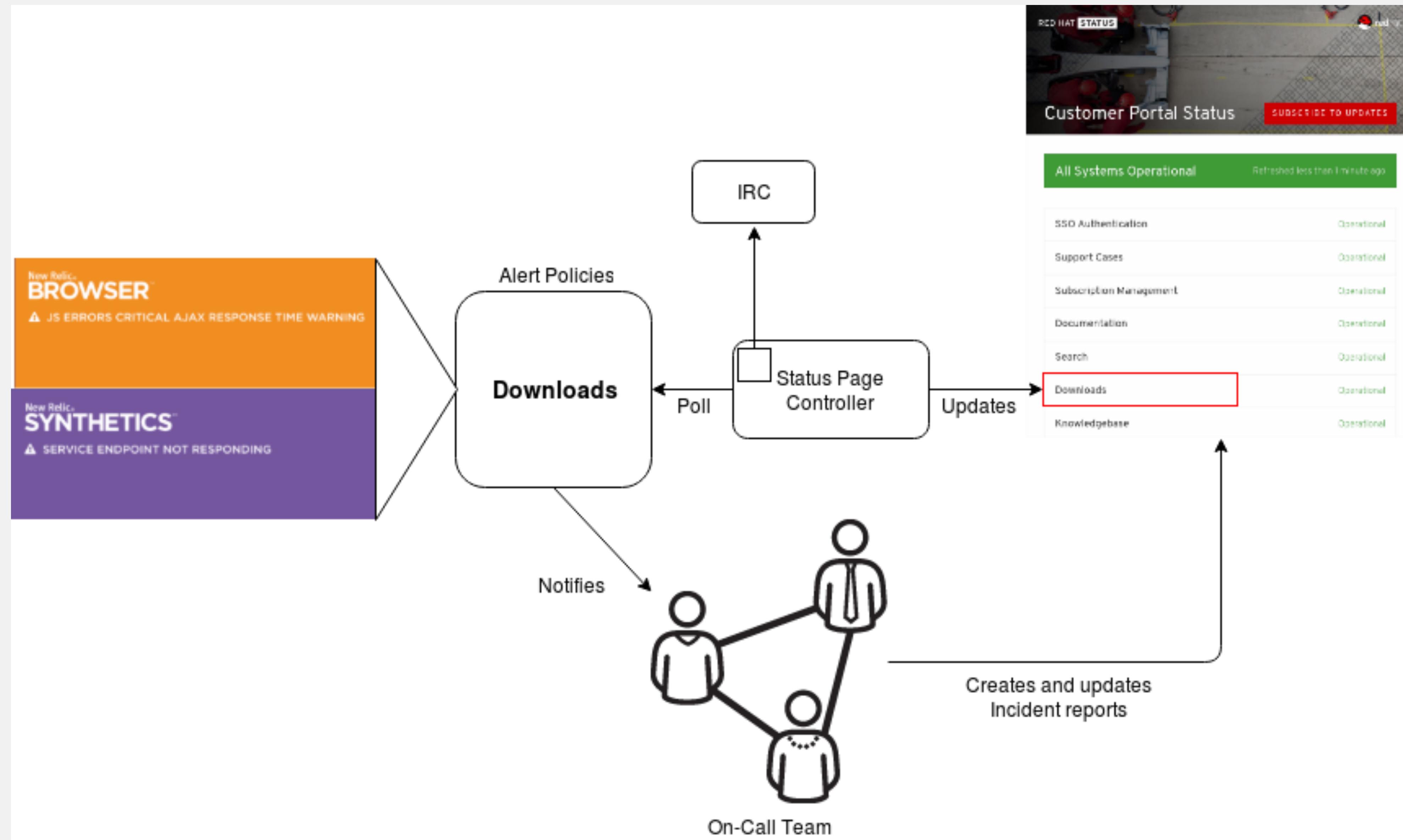
Percentage

## Last 3 Months Uptime Trend

Since 3 months ago



# Public Status Page Automated with BrowSyn

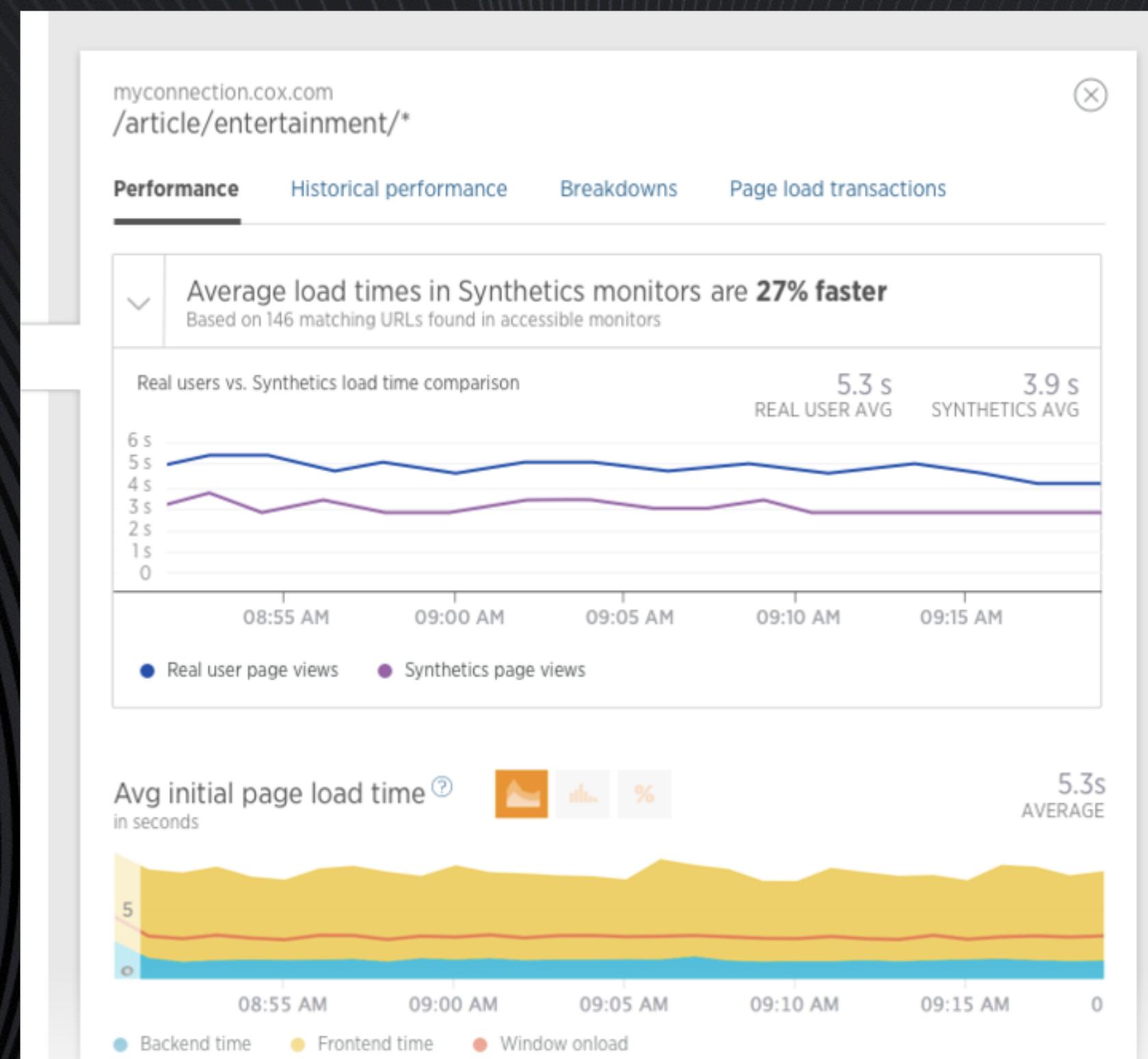


# Product Announcements

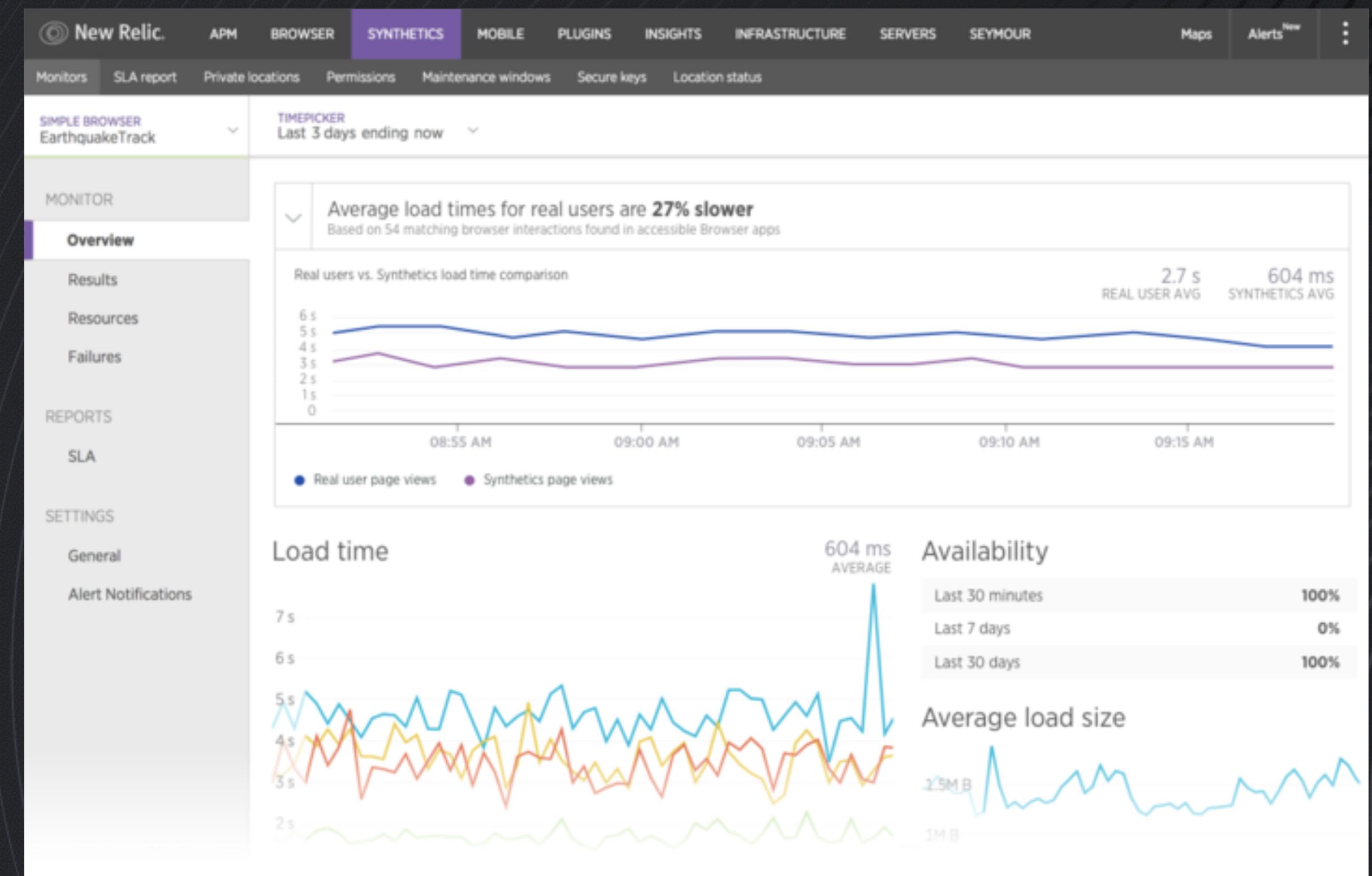
# Introducing Comparative Charting (AKA BrowSyn)



# 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

## Easy deployment at scale

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

## Enterprise controls

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

## Improved alerting

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

# QUESTIONS?

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