

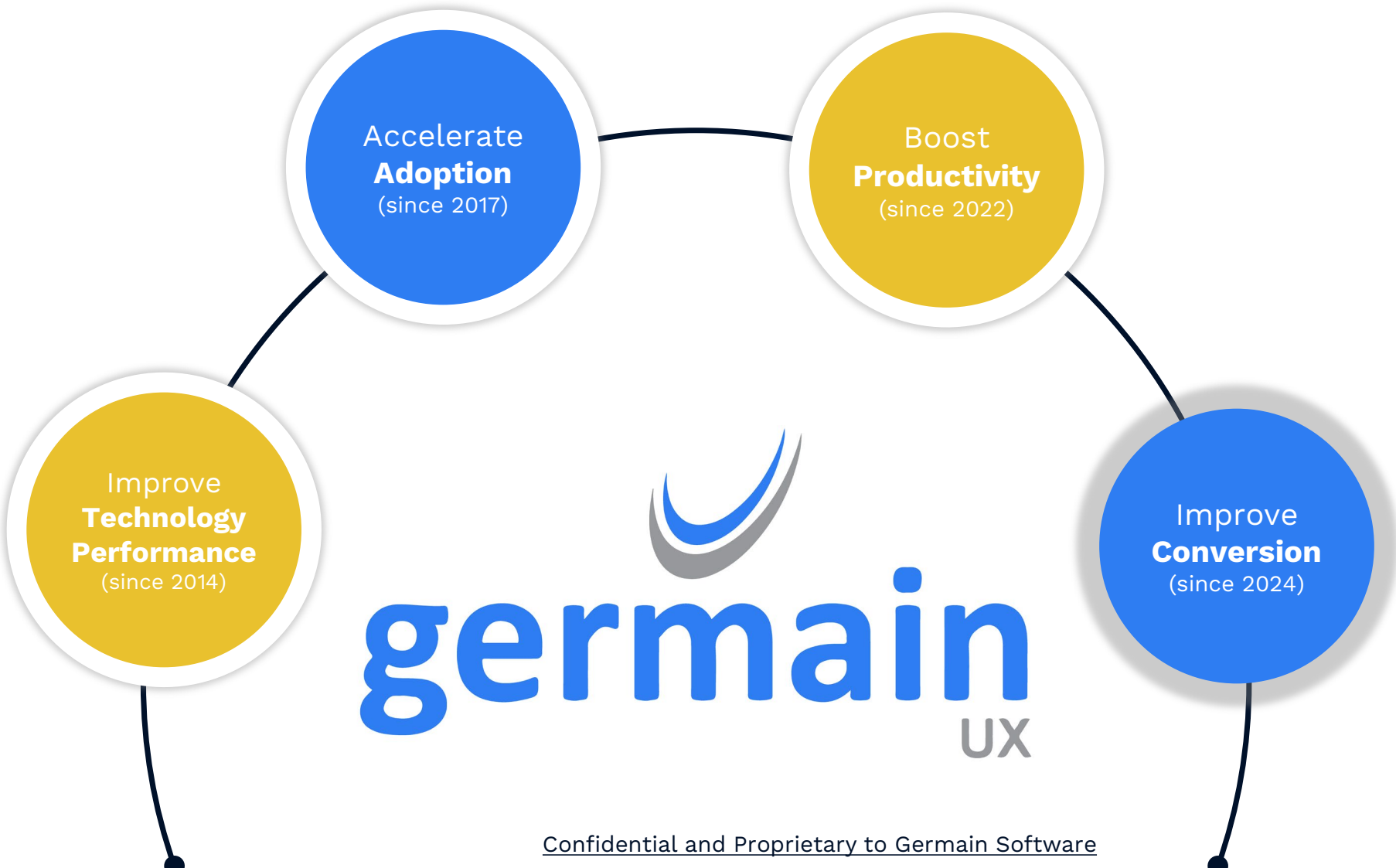
Friction Analysis & Automation to improve UX.

Digital Platform to accelerate **Adoption & Conversion** of CRM, eCommerce, ERP (...) applications.

91%
retention
since 2014



All-in-one Digital Platform to Improve UX



Key Features & Benefits.

- **360° observability** (of processes, tech & users , in real-time).
- **User monitoring & best session replay**
(to understand user journey & roadblocks, in real-time).
- **Feedback popup & replay**
(to understand users complains, better and faster than surveys).
- **Workflow mining** (to find process inefficiencies, in real-time).
- **Technology issues rca** (to find bad code, in real-time).
- **Custom automation, alerts, dashboards, reports, etc.**
(to be able to adopt your analytics & automation needs as your business evolves).



Precise Real User Session Monitoring & Replay, Real-time.

- For all Web Apps
(Microsoft, Salesforce, Siebel, Shopify, etc)
- Millisecond-precise
(To not miss critical user issues).
- Searchable at Scale
(No need to watch hours of videos).
- Impact Analysis at Scale
(No need to watch thousands of videos to find the top 20% issues).

The screenshot displays a user session replay for a website. The main content area shows a grid of ceramic mugs with various designs. A search bar at the top left contains the text "latte mugs". The right sidebar lists several events, including "Battery Status Changed", "Leaving page", "Browse Photo Mugs", "Navigation Photo Mugs | Create a...", "User Click", "Page in focus", and "intervention". The timeline at the top shows a sequence of events with markers for inactivity, search, and errors.

For Microsoft, Oracle Siebel CRM, PeopleSoft, Salesforce, SAP, Shopify, etc

User Experience Friction Insights at Scale, Real-time.

Proactive Monitoring

- RPA Bot (for proactive detection and resolution)
- Smart Insights (to identify bad trends based on context)

Reactive Monitoring

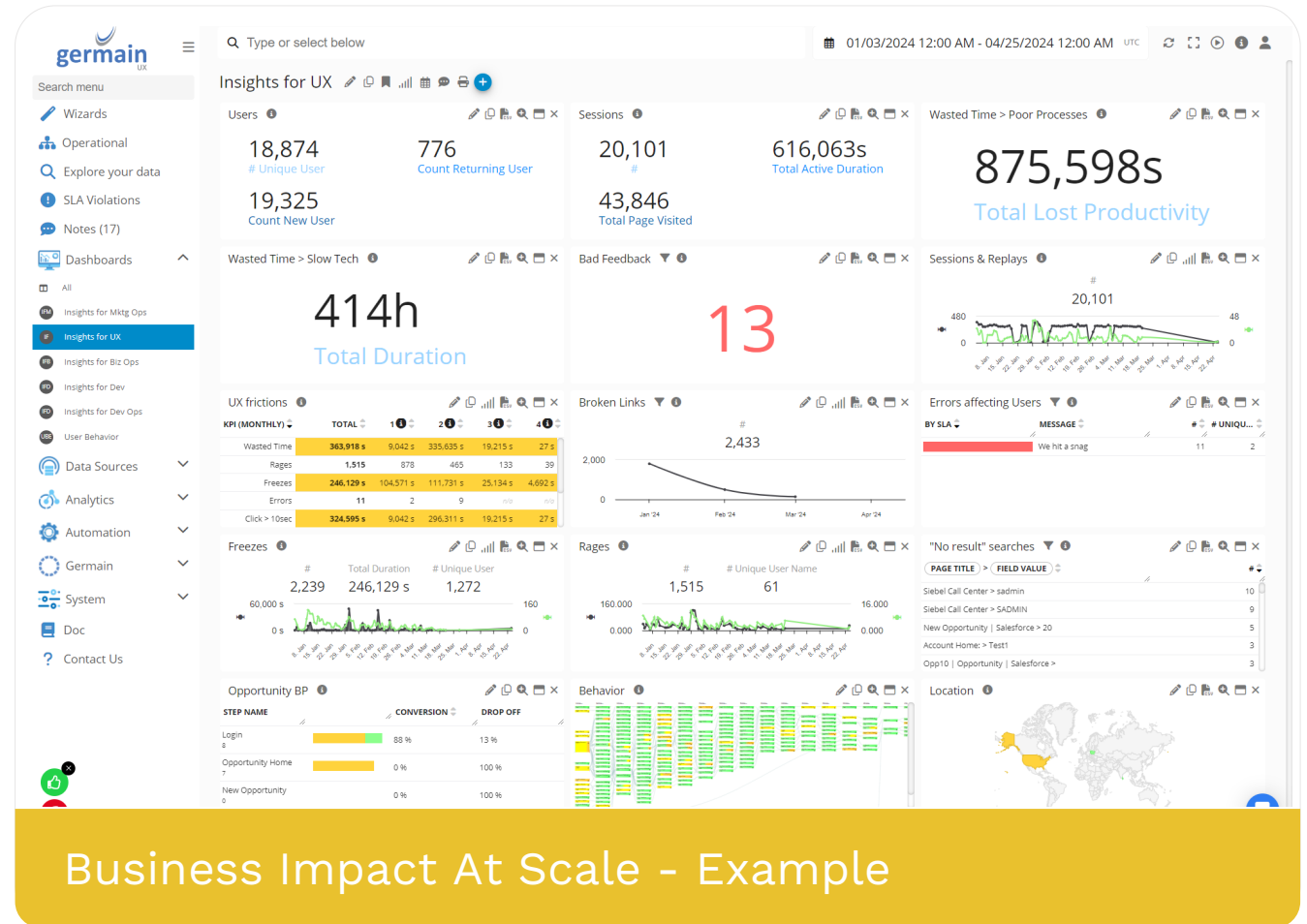
- Real User Session Recording & Replay (millisecond precise, 100% searchable)
- Real User Feedback (for NPS)

Qualitative and Quantitative Insights

- Behavior Insights (Confusion, Rage, etc)
- Workflow Insights (Drop-offs, Process Impact, Campaign, etc)
- Technology Insights (Browser Freeze, Bad Links, Errors, Slowness, etc)

Alert

Automation



Business Impact At Scale - Example

Data Secured As You Need!

- Proven Security, Privacy & Compliance.
- Sensitive data hidden.
- Or only visible to entitled team(s).
- stored locally in your infra.

Edit Dashboard ✕

Dashboard Name*
Insights for UX

Portlets per Row ⓘ
3

Dashboard Filters

Unit

Permission

View ⓘ
Business Team A ✕ Business Team B ✕

Manage ⓘ
DevOps ✕

CANCEL **SAVE**

Security Settings

KPI ⓘ
Select...

Type* ⓘ

Mask
Replace value with asterisk characters

Anonymize
Replace value with hashed value

Exclude
Remove value

Test Exclusion/Anonymization ⓘ

Privacy settings



User Feedback Collection And Replay!

- Let your users “speak up”.
- Quickly understand why they complain.
- Accelerate Adoption.

The screenshot displays the Germain UX dashboard interface. On the left is a navigation menu with categories like 'Wizards', 'Operational', 'Explore your data', 'SLA Violations', 'Notes (25)', 'Dashboards', 'Data Sources', 'Analytics', 'Automation', 'Germain', 'System', 'Doc', and 'Contact Us'. The main area shows a search bar with filters for 'Type is Negative' and 'application.name is Salesforce'. Below this is a 'Replay of User Session' timeline with playback controls and a list of events. A specific event is highlighted: '02/19/2024 09:40:36.897 AM UTC (+00h 04m 51s)'. The replay shows a user interacting with a Salesforce 'Test Opportunity 00003' form. A red error message 'We hit a snag.' is overlaid on the 'Opportunity Name' field, with a sub-message 'Review the following fields: Opportunity Name'. A blue arrow points from this error message to the timeline. On the right side, a list of feedback events is displayed, including 'Negative', 'Rage click on input text', 'Duplicated Network Request', and 'Opportunity "Test Opportui'.

Workflow Inefficiency Detection, Real-time

Proactive Monitoring.

- RPA Bot (synthetic process).
- Smart Insights.

Reactive Monitoring.

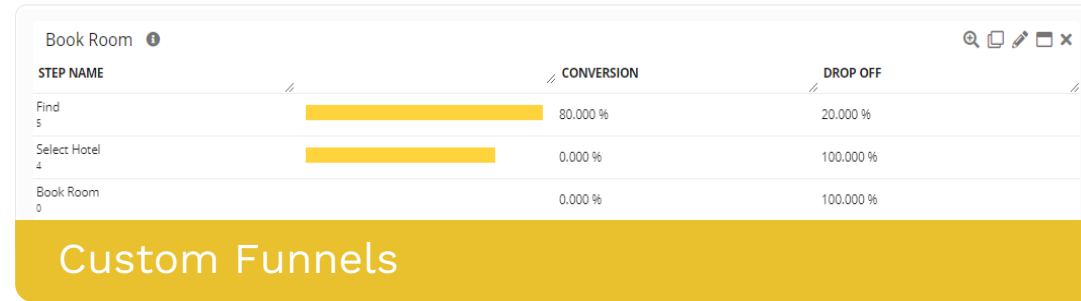
- Workflow Monitoring & Mining (across channels / data sources).
- Customer Journey.

Insights.

- Drop-off, Frictions.
- Overrun, Inefficiencies, Wasted Time.
- Non-sequential, Multiple Users.

Alert.

Auto-Resolution.



Technology Issue Analysis, Real-time.

Proactive Monitoring

- RPA Bot (http, sql, script, etc)
- Smart Insights

Uptime & Performance Monitoring of any software/hardware

- Applications (CRM, eCommerce, ERP, etc)
- Containers (Docker, Kubernetes, etc)
- Databases (SQL, I/O, etc)
- Devices (Mobile, Desktop, etc)
- Integrations (Web Services, Rest Apis, etc)
- Network (Request analysis, etc)

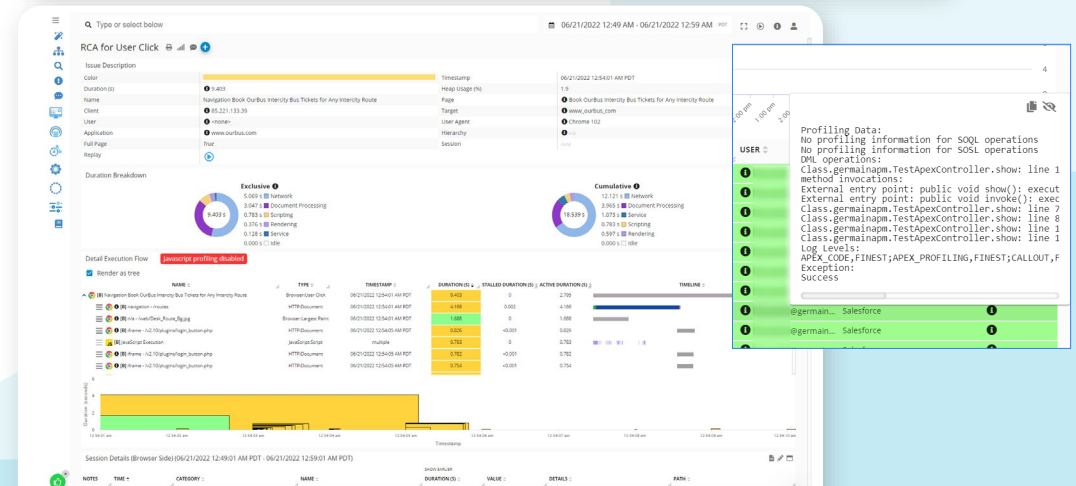
Insights

- Crashes, Exceptions, Freezes analysis
- Code Profiling (Apex, Javascript, etc)
- Error Analysis
- Transaction Tracing

Alert Auto-Resolution



Real-time 360-degree view



Deep Dive in Code...

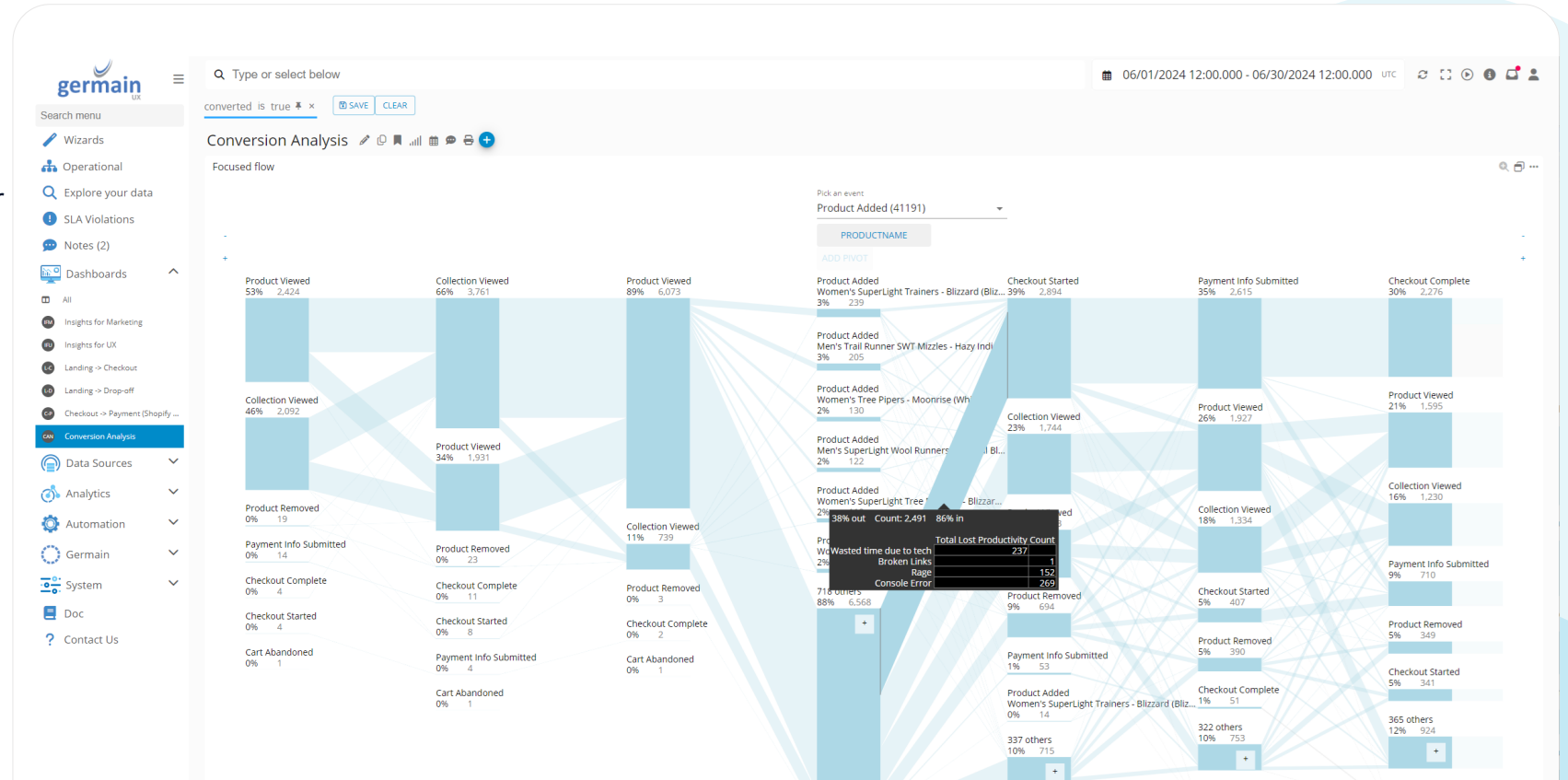
Journey Diagnosis.

Insights

- Behavior Insights
- Drop off cause (e.g. confusion, poor chat, no-result search, broken link, etc)
- Conversion rate (A/B test,..)
- Top paths
- Frictions impact

Alert

- Product Unavailable
- High drop-off rate
- etc



Focused Flow for User Behavior Analysis

Proactive Detection, Alerting and Resolution.

Real-time Automation to

- Detect frictions before business impact.
- Automate resolution when safe.

Automation
>

- Alert (14)
- Click (3)
- HTTP (9)
- Local Program (2)
- Script (2)
- SQL (4)
- SSH (2)
- WMI (0)

Salesforce Health Check

Validates Test Title

```

1 This alert fires if a security issue is detected.
2 This alert fires if a security issue is detected.
3 This alert fires if a security issue is detected.
4 This alert fires if a security issue is detected.
5 This alert fires if a security issue is detected.
6 This alert fires if a security issue is detected.
7 This alert fires if a security issue is detected.
8 This alert fires if a security issue is detected.
9 This alert fires if a security issue is detected.
10 This alert fires if a security issue is detected.
11 This alert fires if a security issue is detected.
12 This alert fires if a security issue is detected.
13 This alert fires if a security issue is detected.
14 This alert fires if a security issue is detected.
15 This alert fires if a security issue is detected.
16 This alert fires if a security issue is detected.
17 This alert fires if a security issue is detected.
18 This alert fires if a security issue is detected.
19 This alert fires if a security issue is detected.
20 This alert fires if a security issue is detected.
21 This alert fires if a security issue is detected.
22 This alert fires if a security issue is detected.
23 This alert fires if a security issue is detected.
24 This alert fires if a security issue is detected.
25 This alert fires if a security issue is detected.
26 This alert fires if a security issue is detected.
27 This alert fires if a security issue is detected.
28 This alert fires if a security issue is detected.
29 This alert fires if a security issue is detected.
30 This alert fires if a security issue is detected.
31 This alert fires if a security issue is detected.
32 This alert fires if a security issue is detected.
33 This alert fires if a security issue is detected.
34 This alert fires if a security issue is detected.
35 This alert fires if a security issue is detected.
36 This alert fires if a security issue is detected.
37 This alert fires if a security issue is detected.
38 This alert fires if a security issue is detected.
39 This alert fires if a security issue is detected.
40 This alert fires if a security issue is detected.
41 This alert fires if a security issue is detected.
42 This alert fires if a security issue is detected.
43 This alert fires if a security issue is detected.
44 This alert fires if a security issue is detected.
45 This alert fires if a security issue is detected.
46 This alert fires if a security issue is detected.
47 This alert fires if a security issue is detected.
48 This alert fires if a security issue is detected.
49 This alert fires if a security issue is detected.
50 This alert fires if a security issue is detected.
51 This alert fires if a security issue is detected.
52 This alert fires if a security issue is detected.
53 This alert fires if a security issue is detected.
54 This alert fires if a security issue is detected.
55 This alert fires if a security issue is detected.
56 This alert fires if a security issue is detected.
57 This alert fires if a security issue is detected.
58 This alert fires if a security issue is detected.
59 This alert fires if a security issue is detected.
60 This alert fires if a security issue is detected.
61 This alert fires if a security issue is detected.
62 This alert fires if a security issue is detected.
63 This alert fires if a security issue is detected.
64 This alert fires if a security issue is detected.
65 This alert fires if a security issue is detected.
66 This alert fires if a security issue is detected.
67 This alert fires if a security issue is detected.
68 This alert fires if a security issue is detected.
69 This alert fires if a security issue is detected.
70 This alert fires if a security issue is detected.
71 This alert fires if a security issue is detected.
72 This alert fires if a security issue is detected.
73 This alert fires if a security issue is detected.
74 This alert fires if a security issue is detected.
75 This alert fires if a security issue is detected.
76 This alert fires if a security issue is detected.
77 This alert fires if a security issue is detected.
78 This alert fires if a security issue is detected.
79 This alert fires if a security issue is detected.
80 This alert fires if a security issue is detected.
81 This alert fires if a security issue is detected.
82 This alert fires if a security issue is detected.
83 This alert fires if a security issue is detected.
84 This alert fires if a security issue is detected.
85 This alert fires if a security issue is detected.
86 This alert fires if a security issue is detected.
87 This alert fires if a security issue is detected.
88 This alert fires if a security issue is detected.
89 This alert fires if a security issue is detected.
90 This alert fires if a security issue is detected.
91 This alert fires if a security issue is detected.
92 This alert fires if a security issue is detected.
93 This alert fires if a security issue is detected.
94 This alert fires if a security issue is detected.
95 This alert fires if a security issue is detected.
96 This alert fires if a security issue is detected.
97 This alert fires if a security issue is detected.
98 This alert fires if a security issue is detected.
99 This alert fires if a security issue is detected.
100 This alert fires if a security issue is detected.
        
```

Validates Test Content

Validates HTML Title

Validates HTML Body

germain UX

Recording started. Go ahead & browse your web app (using this browser).

Type	Selector	Value	Remove
URL	Window	https://github.com/orgs/germainsoftware...	
Browser Resize	Window	3440,1329	
Click	xpath/html/body/div[4]/div/aside[1]/di...		
Click	xpath/html/body/div[4]/div/main/div[1]_...		
Click	cssSelector span-d-none d-md-block		
Change	id issue_title	click recorder does not record anything	
Click on textarea	id issue_body		

Copyright © 2006-2020 GERMAIN SOFTWARE LLC. All rights reserved Germain Software.

Immediate Alerts & Recommendations

Synthetic User Click Recorder / RPA Bot

File Auto-Download

Remote File Upload Job Complete

germain UX

Germain UX™ is proprietary technology of Germain Software LLC.

DISCLAIMER:
This document contains confidential information for the use of the addressee and contains information that is PRIVILEGED AND CONFIDENTIAL. If you are not the intended recipient, you are notified that any dissemination and/or copying of this e-mail is strictly prohibited and you are requested to delete this e-mail immediately. Communicating through e-mail is not secure and subject to interception and delay. Any use of sensitive data is at your own risk. You are notified that the risks involved are yours. While this e-mail has been checked for a known ransom, the addressee should also scan for viruses and notify the originator. Thank you for your cooperation.

File Auto-Download

Script

Script Target Schedule SLA

Script Name: windows service auto-restart on failure

Type: bat, perl, powershell, python, shell

NEXT

Data update, Service Restart, etc

Smart Insight Report

Smart Insight Query

Attach Results: Run on schedule

Schedule: Every Configured Hour

At Configured Hour and Minute

SHOW ADVANCED

Ongoing Smart Insights



Very Customizable.

Data Source, KPI, SLA, Alert, Action, Dashboard, Report,... Data Model!

Data Sources

- DB Instances (7)
- Hardware (116)
- DAT Database (10)
- SAS Siebel App Server (2)
- UNKN Unknown (14)
- WSE Web Server (76)
- Software (74)

Analytics

- Business Processes (0)
- Categorization (1)
- Correlation (2)
- Data Field Exclusions (12)
- KPIs (684)
- Rules (14)
- SLAs (631)
- UX Settings
- PHP Monitoring Profiles (1)

Automation

- Alert (10)
- Click (38)
- HTTP (74)
- Local Program (3)
- Script (21)
- SQL (0)
- SSH (1)
- WMI (9)

System

- Alert Templates (189)
- Auth Settings
- Credentials (193)
- Data Retention
- Display Settings (328)
- Distribution Lists (9)
- Engine Settings
- Auto Config (24)
- Component Types (273)
- Rules (14)
- Maintenance (29)
- Presentation Modes (13)
- System Settings
- Time Ranges (20)

germain UX: User, Business and Technology analytics

Your own Monitoring, Analytics, Automation, etc.

Wizards

Search: Type or select below

NET CLR (C#, etc) Agent

Microsoft .NET: Add Manage

Android Device: Add Manage

Create your Wizards, Profiles

```

[[{"name": "outTransaction", "tableName": "OUT_TRAN", "indexPrefix": "OUT_TRAN", ...},
{"name": "SalesForecastRequest", "tableName": "SF_MTP_REQ", "indexPrefix": "SF_MHP_REQ", ...},
{"name": "SiebelInboundTransaction", "tableName": "SIIEBL_INB_TRAN", "indexPrefix": "SIIEBL_INB_TRAN", ...},
{"name": "SiebelOutboundTransaction", "tableName": "SIIEBL_OUT_TRAN", "indexPrefix": "SIIEBL_OUT_TRAN", ...},
{"name": "SiebelInboundServiceTransaction", "tableName": "SIIEBL_INB_SVC_TRAN", "indexPrefix": "SIIEBL_INB_SVC_TRAN", ...},
{"name": "SiebelOutboundServiceTransaction", "tableName": "SIIEBL_OUT_SVC_TRAN", "indexPrefix": "SIIEBL_OUT_SVC_TRAN", ...},
{"name": "SalesFormReduction", "tableName": "SF_REDU", "indexPrefix": "SF_REDU", ...},
{"name": "SalesFormRequest", "tableName": "SF_REQ_TRAN", "indexPrefix": "SF_REQ_TRAN", ...},
{"name": "GenericEvent", "tableName": "GENERIC_EVENT", "indexPrefix": "GENERIC_EVENT", ...},
{"name": "Ingestion", "tableName": "INGESTION", "indexPrefix": "INGESTION", ...},
{"name": "SiebelDatabaseTransaction", "tableName": "SIIEBL_DB_TRAN", "indexPrefix": "SIIEBL_DB_TRAN", ...},
{"name": "NativeEvent", "tableName": "NATIVE_EVENT", "indexPrefix": "NATIVE_EVENT", ...},
{"name": "NativeSourceRequest", "tableName": "NATIVE_SRC_REQ", "indexPrefix": "NATIVE_SRC_REQ", ...},
{"name": "SiebelServiceTransaction", "tableName": "SIIEBL_STATE_TRAN", "indexPrefix": "SIIEBL_STATE_TRAN", ...},
{"name": "NativeTransaction", "tableName": "NATIVE_TRAN", "indexPrefix": "NATIVE_TRAN", ...},
{"name": "InternalEvent", "tableName": "INTERNAL_EVENT", "indexPrefix": "INTERNAL_EVENT", ...},
{"name": "GenericEvent", "tableName": "GENERIC_EVENT", "indexPrefix": "GENERIC_EVENT", ...}]]
    
```

Create your Data Model
<https://your-apm-url/query/metadata/types>

document-audit-default

```

1 package com.germainsoftware.apm.analytics.aud
2
3 dialect "mvel"
4
5 import com.germainsoftware.apm.data.model.*
6 import com.germainsoftware.apm.storage.documentauditdefault.*
7 import java.time.*
8
9 global org.slf4j.Logger logger;
10 global com.germainsoftware.apm.storage.Storage storage;
11
12 rule "Siebel Service Request Rule"
13 when
14 |
15 then
16 | logger.info("SR Change: {} ", $update.value);
17 // create new SR Status Changed event
18 GenericEvent ev = new GenericEvent();
19 ev.name = $update.documentType;
20 ev.type = "Siebel:SR Change";
21 ev.timestamp = $update.timeCreated;
22 ev.businessObject = $update.value;
23 ev.sequence = $update.documentID;
24 storage.insertFact(ev);
25 retract($update);
26
27 end
    
```

Rules

ASPNET Application Cache Hit Ratio

```

1 SiebelAlert - SiebelAppCachesHitRatio {
2 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
3 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
4 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
5 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
6 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
7 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
8 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
9 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
10 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
11 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
12 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
13 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
14 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
15 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
16 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
17 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
18 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
19 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
20 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
21 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
22 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
23 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
24 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
25 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
26 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
27 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
28 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
29 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
30 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
31 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
32 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
33 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
34 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
35 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
36 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
37 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
38 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
39 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
40 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
41 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
42 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
43 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
44 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
45 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
46 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
47 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
48 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
49 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
50 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
51 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
52 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
53 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
54 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
55 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
56 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
57 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
58 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
59 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
60 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
61 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
62 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
63 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
64 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
65 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
66 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
67 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
68 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
69 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
70 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
71 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
72 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
73 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
74 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
75 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
76 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
77 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
78 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
79 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
80 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
81 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
82 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
83 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
84 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
85 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
86 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
87 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
88 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
89 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
90 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
91 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
92 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
93 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
94 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
95 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
96 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
97 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
98 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
99 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
100 contextFact.applicationName:VARCHAR(100) = $context.applicationName;
}
    
```

Alerts

user-login-report

Attach Result

Run on schedule

Every Configured Hour

At Configured Hour and Minute

Reports

Hardware

Apply Profile

- Apache HTTP Server
- Apache Tomcat Server
- Apache Zookeeper Node
- BIP App Server
- DB2 Database Server
- Docker Server
- Kubernetes Cluster Node
- Microsoft IS Server
- MySQL Database Server
- Nginx Web Server
- OBIEE Server
- Oracle Database Server
- PHP Server
- PostgreSQL Database Server
- SQL Server Database Server
- Salesforce Application
- Siebel Gateway Server
- Siebel Web Server

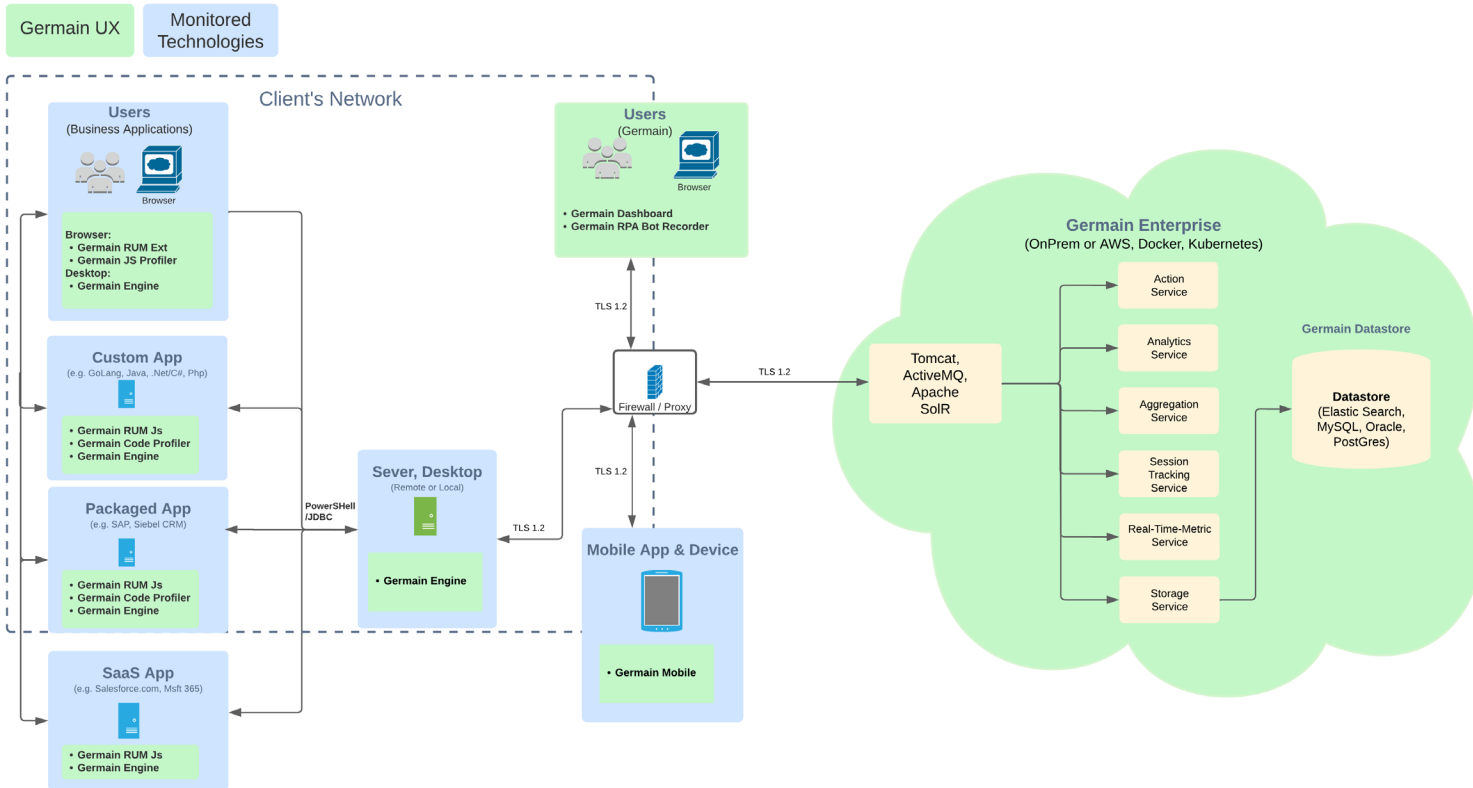
Deploy @ Scale

Quickly deployment at scale

Architecture of Germain UX (Cloud or on-Premise).

Germain UX

Real-time Alerts, Insights and Automation to improve User Experience



Germain UX consists of

7 Components that provide Monitoring, Analytics and/or Automation features:

- **Code Profiler:** Real-time analysis of code e.g. C#, GoLand, Java. Agent injected into the application
- **Engine:** Real-time Monitoring, Analytics or Automation for any Data Source e.g. Application, File, Database, Network, etc
- **JS Profiler:** Real-time analysis of Javascript code e.g. Angular, React, Vue, etc
- **Mobile App:** Monitoring of Android App and Android Device
- **RPA Bot Recorder:** Recorder of Selenium Synthetic User Scenario
- **RUM Ext:** Real User Experience Monitoring; via an Extension deployed onto the monitored user's browser
- **RUM JS:** Real User Experience Monitoring; via Javascript injected into a web page

3 Internal Components:

- **Dashboard:** Data visualization, Analysis, Customization, Management, etc
- **Enterprise:** Tomcat, Docker, Zookeeper, Elastic
- **Datastore:** Elastic, MySQL, Oracle, PostGres

Example of Technologies integrated with Germain UX.



Case Studies.

Most customers do not want us to disclose their Brand yet they have agreed to share this feedback



Free Trial (no fee, no commitment).

Limited Time Offer till end of December 2024

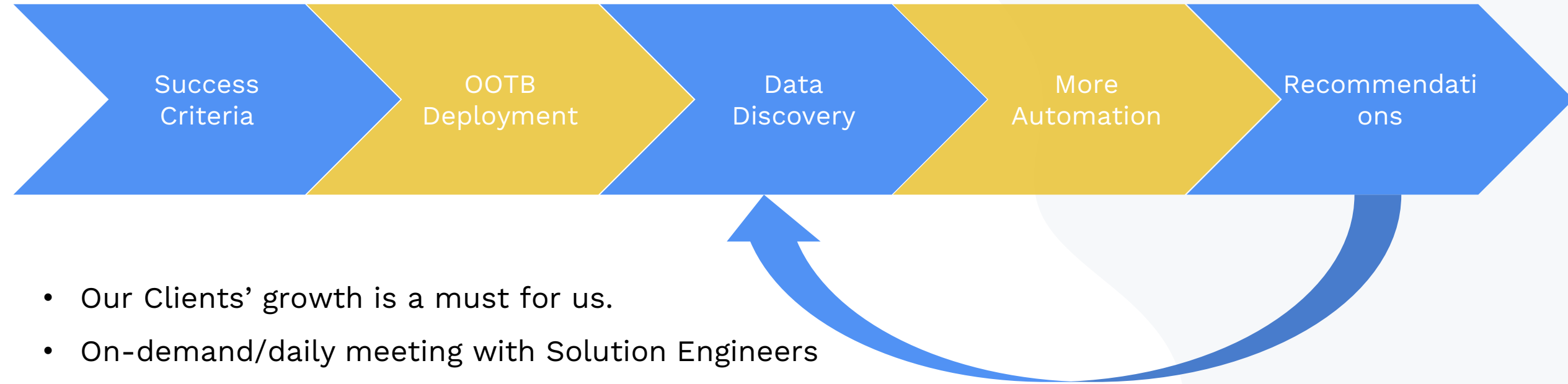
Experience our GermainUX platform & support for 1 month, Risk free.

Conditions:

- Success criteria to be approved before start.
- Germain team to setup GermainUX.
- Free if started by December 2024.

Free Trial	Easy
Duration	7 days
Unit	10 Million/day or 10 users
Features	All
Data Sources	Unlimited
Setup	1
Basic Support (Setup, Training)	1h/day
Advanced Support (Customization, Data Science, Advice, etc)	1h/day
Cost	(\$12k)

Onboarding & Ongoing Support



- Our Clients' growth is a must for us.
- On-demand/daily meeting with Solution Engineers
- Monthly sync up with Client Manager

Docs & Downloads

<https://docs.germainux.com>



Real User
Feedback
(NPS)



Real User
Monitoring
(JS & Ext)



Workflow
Monitoring



Technology
Monitoring



Mobile
Monitoring



C#, Java,
JS, NodeJS
Profiling



Automation
(Alert, Report,
Resolution,..)



Synthetic
Recorder &
Monitoring

Next.



Let's review your needs on an intro call:
<https://calendly.com/germainux>