

Usage Intelligence

Better Products Begin with Better Data

If you're not analyzing how your users are actually engaging with your software, you're missing valuable insight. Software usage analytics gives you powerful insight to build better products, convert trial users, and retain customers.

Work Smarter with Analytics

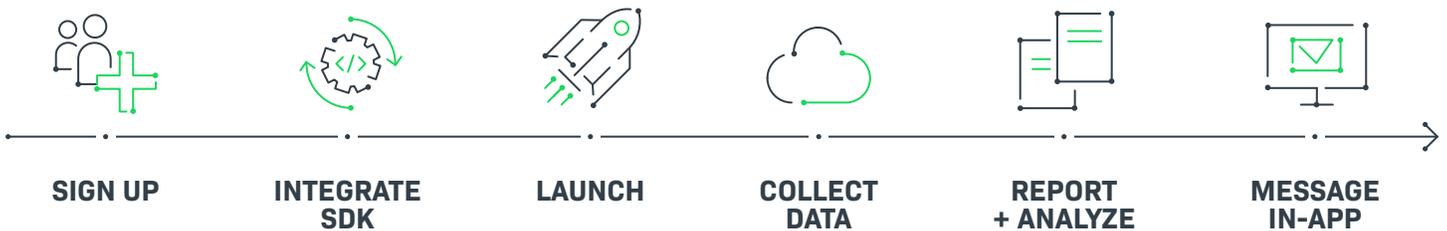
Revenera Usage Intelligence, the first software usage analytics tool designed for distributed C/C++, .NET, Obj-C and native Java applications on Windows, Macintosh, and Linux, provides deep insight into application usage. See which features are being used and which remain ignored or undiscovered. Advanced reporting

lets you filter by properties including region, version, OS platform, and architecture to focus your roadmap development. ReachOut™ in-app messaging lets you communicate directly with users sending contextually relevant messages based on rules you define so that they see the right message at the right time.

Work Faster with Analytics

Usage Intelligence is easy to implement. Get started in 30 minutes with SDK integration and out-of-the-box reporting. You'll quickly see trends and understand user behavior without additional customizations. Easy-to-use dashboards let you drill down to answer the tough questions and align product and marketing strategies. Flexible plans are designed to meet the unique needs of your business and can scale from hundreds to millions of installations.

How it Works



FEATURES

Product Metrics

Track usage and analyze product metrics through dynamic dashboards with out-of-the-box and customizable reporting on versions, editions and builds, operating systems, hardware, architecture, and more.

Event Tracking and Feature Usage

Event-based analytics enable you to anonymously track and report on software usage. Tagging events is fast and easy, and you can start collecting data with a simple SDK integration. Identify the most popular features in your software and make data-driven decisions to focus development efforts.

Retention and Churn

Chart adoption of new features, engagement, and attrition throughout your customer's product experience. See how new releases impact usage and retention then craft marketing campaigns and product messaging to optimize experience.

User Flow

User Flow reporting visualizes the different paths users take through tagged events within your application. By exploring the journey users take through your product you can understand the behavior and methods of interaction with different features and functionality as well as discover potential road blocks.

In-Application Messaging with ReachOut

With ReachOut, you can get in touch with users of your software like never before. Reach and educate users with fully targeted, event driven, direct-to-desktop in-app messaging and surveying. Create custom messages easily and deliver them to users as HTML pop-up windows, without adding code to your app. Get feedback from customers using surveys based on explicit software usage behavior.

Exceptions and Stack Trace

Don't wait for users to report bugs. Usage Intelligence allows you to quickly identify software exceptions, providing a comprehensive view to help speed fixes.

API for Third Party Integrations

Bring the value of your software usage analytics to the next level. Our web reporting API allows you to export or merge data with third party applications to give you a 360-degree view of product and marketing performance.

Custom Reporting and Analysis

Custom Reporting surfaces specific usage analytics metrics, segmentation information and custom event data unique to your business. Get answers to your most complex questions.

NEXT STEPS

If you have any questions, please contact us—
we will be happy to help you further.

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