

HEAL

DOCUMENTATION

Who should use HEAL

HEAL Software Inc.

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HEAL is built for teams that run, support, and scale business-critical applications. Anyone who needs full visibility into application and system health can use it.

Who it is for

Own uptime, performance, and incident handling. HEAL surfaces early warnings, sets incident priority, and lowers MTTR.

Application support teams

Investigate slowness, errors, and failures in production. HEAL points to the failing component and shows the workload context behind it.

DevOps teams

Manage cloud platforms, containers, and CI/CD pipelines. HEAL links deployment events to behavior changes, so bad releases are caught fast.

Platform and infrastructure teams

Watch servers, virtual machines, networks, and middleware. HEAL ties infrastructure metrics to application impact.

IT managers and service delivery leads

Need health, risk, capacity, and SLA visibility across services and business units.

What HEAL helps you do

- Watch application and system health in one place.
- Find issues before users feel them.
- Get to root cause faster with automated diagnosis.
- Track trends and forecast capacity.
- Reduce downtime and recovery time.
- Trigger automatic or assisted healing actions.

Common questions

Do I need coding skills to use HEAL?

No. The UI is built for operators. Custom integrations use HEAL APIs.

Can multiple teams share one HEAL instance?

Yes. Role-based access lets each team see only what they own.

Is HEAL useful if we already use an APM tool?

Yes. HEAL adds preventive intelligence and automatic root cause analysis that traditional APMs do not have.

Next

- Overview . what HEAL does and how it works.
- Getting Started . log in and find your way around.
- Accessing HEAL UI . first login walkthrough.