Monitor performance from your end-users' perspective

All staff now expect a seamless technical experience. Unhappy end-users means lower productivity and, ultimately, lost revenue.

Meeting the Goals

IT Managers want to give their staff the best digital experience and are undertaking digital transformation projects to realise this goal.

Making informed investment decisions requires measuring the results of digital transformation. This requires answers to the following questions:

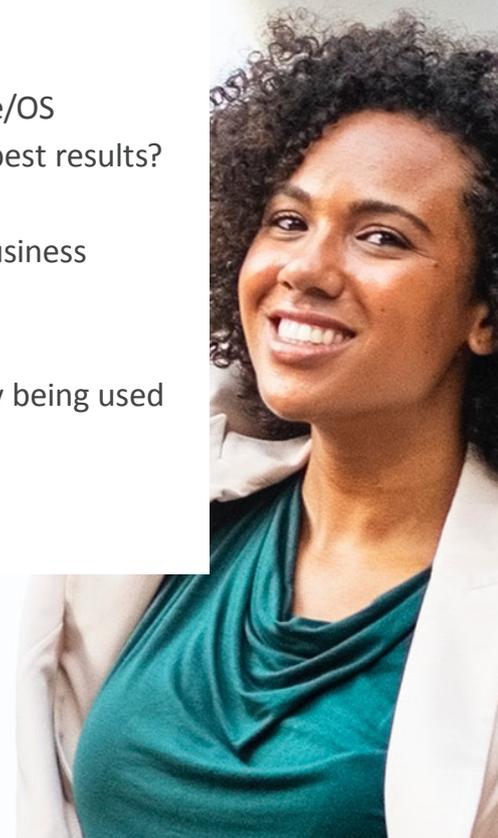How do I know if the changes I'm making are having a positive impact?

Has my cloud or VDI migration improved performance?

Does the in-house mobile application perform as expected?

Which hardware/software/OS upgrades have given the best results?

Are all users across the business having the same issues?

Which software is actually being used to get the job done?

Challenges

Traditional APM tools only see a subset of user activity.

Application architectures are becoming so transient that the hosting server may change location several times a day, making them difficult to monitor.

Server-based APM solutions don't necessarily see what's happening on end-user devices.

Mobile workers use a mix of on-premise, mobile and cloud solutions from offices to cafés, so they may not even use the monitored corporate infrastructure.

Many applications are now being encrypted end-to-end, limiting visibility.

Metrics produced by some APM tooling can be difficult to relate to something experienced by the user.

The Solution

Net Consulting offers a managed service utilising Riverbed's End-User Experience monitoring solution, Aternity.

The software monitors every enterprise, cloud and in-house mobile application running on a user's device, uniquely measuring click-to-display timing for key application transactions along with device stability. So, wherever, however, whenever your users are running applications, their experience is being monitored in a way that you can both relate to. This information helps de-risk and validate any kind of transformation initiative while helping to maximise the investment being made.

How we deliver it

Option 1 - Professional Services Implementation

For companies that want their own IT teams to use the capability in an ongoing basis, we handle the implementation and initial configuration, including:

- ✓ Provisioning of a cloud-based collection environment

- ✓ Provision of end-user agents and assistance with deployment

- ✓ Configuration of company site location info for comparative analysis

- ✓ Configuration of key-user transaction performance monitoring for primary web application

- ✓ Validation of correct agent data collection

- ✓ Handover training

The cloud-based data collection model eliminates the need to provision and manage local resources while allowing user numbers and monitored applications to scale up without having to rearchitect the solution platform.

(CapEx – Single Payment)

Option 2 – Managed Service

For companies that would like access to their End User Experience information, but require regular assistance with key activities, we offer the solution as a managed service. We handle the implementation and initial configuration, but also offer any combination of the following options as an ongoing service:

User Experience Reports
Provision of objective information on what users have been experiencing for service reviews

Infrastructure Change Validation
Comparison of the before & after user experience following changes like application / server / PC or laptop upgrades

Application Migration Change Validation
Comparison of the before & after user experience following changes like Cloud / VDI / Windows 10 migrations

Additional Transaction Monitoring
Expand performance monitoring to include additional web applications define further user transactions to measure

Problem Management Support
Correlation of common elements where general user experience is poor, or analysis of ongoing issues

Software Usage Audit
Analysis of how much a particular application is used to potentially reduce licensing costs

Troubleshooting Direction Report
Provision of regular reports on significant issues such as slowest performing applications or persistent application crashes

(OpEx – Monthly Payment)

Additional Bespoke Projects

Expanding on the implementation and managed service, we also offer project-based enhancements to tackle more involved activities.

Monitoring of non-web "Thick Client" Apps
A bespoke project component to monitor transactions for locally installed (non-web) applications for the Aternity solution

End-To-End Troubleshooting
A bespoke project which utilises further compatible tooling to investigate an application performance issue to help isolate the root cause(s) of an ongoing issue