SOLUTION OVERVIEW

USER EXPERIENCE INSIGHT

A simple way to ensure network and application experiences

Experiences Matter

A great end-user experience is key to achieving business and other connectivity objectives in today's digital era.

Consistently measuring the performance of your network and applications throughout the day provides IT the real-time data needed to pre-empt problems rather than constantly fixing them – before people and your organization are impacted.

These benefits ensure less frustration and peace of mind:

- Visibility into experiences with networks and apps that goes beyond just infrastructure monitoring
- User-perspective performance metrics
- Problem pinpointing

Unbiased Visibility

Traditional network monitoring and basic assurance solutions often lack the ability to provide an end-user and IoT perspective. They tend to capture data from the network infrastructure that has an inherent bias and blind spots. Continuous growth of mobility, IoT and cloud apps highlights the importance of operating you network with the most complete view possible that combines your infrastructure perspective and users' experience perspective.

Network Independence Without Lock-in.

User Experience Insight uses sensors that test all aspects of connectivity to apps in your data center and in the cloud. The sensors connect to any wired and wireless network and interact with apps just like any other client device, so you get these benefits too:

- Works with any network, mixed-vendor infrastructure
- Not disruptive to your network
- Longevity of your investment

How it works

The solution sensor and dashboard work together to give peace of mind. User Experience Insight consists of hassle-free sensors and a simple to use cloud-based dashboard to assess networks and apps. Each sensor connects to your network, interacts with the apps you choose and reports the experience-perspective performance via its dashboard. It's as simple as that.

Assessments and troubleshooting occur throughout the day to provide constant experience visibility. Consistent testing helps define the responsiveness of DHCP, DNS, AAA, internal servers and apps before, during and after typical peak traffic periods. The built-in troubleshooter isolates issues and provides insights for further analysis and fast resolution.

Data is viewable for 30 days. Machine learning identifies abnormal issues to focus you on the most critical situation at any given moment. Here's how it works:

- The sensors are ready to use after boot-up and initial test selection

- All results and data are securely stored in the cloud and are viewable and downloadable via the dashboard

- A built-in connection to a cellular phone service provides for "zero touch" deployment and transmission of data in the event of local power outages or complete network failures

An Intuitive IT Experience

Understand the Experiences Your Network and Apps are Providing Like Never Before. An intuitive dashboard with highly visible status indicators. With just a glance, you can see the status of your network and apps and know if everything is OK or what issues need to be solved. No expertise is required to understand if the type and cause of issues affecting wired, wireless or WAN connectivity.

Easy-to-read dashboard instantly provides the status of network and mission critical apps. You'll have peace of mind when all indicators are green.

Real-time status changes make it easy to get ahead of help desk calls and associated user complaints as well as IoT issues. Red status gives instant visibility of problems.
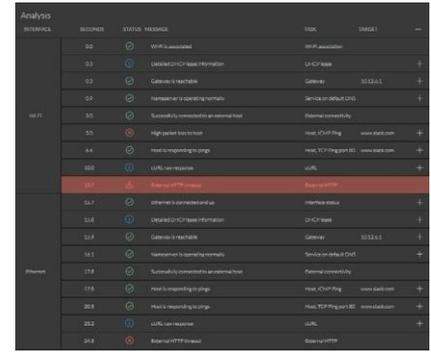
It's All in the Details

If you've ever experienced an issue that was hard to resolve, then you will love how easy it is to use the dashboard to drill into troubleshooting data and experience metrics. Instead of investigating for hours, in just seconds you can the root cause the details you need to resolve problems.
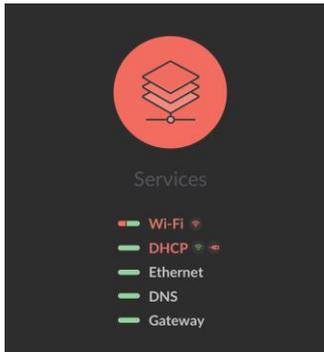
Instantly see if connectivity services are failing before people or your organization are affected

See the Mean Opinion Score (MOS) with a single click for conferencing and VoIP apps such as Skype, Zoom, etc.

If you see a failure, it just takes 2 clicks to identify if it's on the wired and/or wireless segments or with an external SaaS app

Purpose Built-In Sensors
Sleek, Silent and Simple to Use

- Designed to fit into any environment
- Security-hardened for tamper and theft prevention
- Uses Power-over-Ethernet or an A/C adapter for power
- Tests LAN, VLAN, WLAN and WAN connections
- Includes cellular data connectivity for:
  - Zero Touch Provisioning – network connection settings are sent directly to each sensor
  - Alerting you about catastrophic network failures and power outages