

User Experience Insight

Solution Overview

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 organisation are impacted.

Less frustration and peace of mind:

- Visibility into experiences with networks and apps, going beyond just infrastructure monitoring
- User-perspective performance metrics and insight
- 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 your network with the most complete view possible that combines your infrastructure perspective and users' experience perspective.



No Network Lock-in

User Experience Insight uses sensors that test all aspects of connectivity to apps in your data centre 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.

The built-in trouble-shooter isolates issues and provides insights for further analysis and fast resolution.

KEY BENEFITS

- Automated Test & Troubleshoot
- At-A-Glance Status
- Actionable Insights
- Optimised Multi Location Performance
- Monitor & Manage Unmanned Locations
- Easily Identify & Rectify Network Issues

User Experience Insight (UXI)

Data is viewable for 30 days. Machine learning identifies abnormal issues to focus you on the most critical situation at any given moment.

- 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



Intuitive IT Experiences

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.

Key Features of UXI

- Sleek, Silent, Simple. Designed to fit into any environment
- Security-hardened for tamper and theft prevention
- Energy Saving with Power-over-Ethernet or an A/C adapter for power
- Insights across your entire Network, testing LAN, VLAN, WLAN and WAN connections
- Includes cellular connectivity
- Zero Touch Provisioning network connection settings are sent directly to the sensor
- Alerting of catastrophic network failures and outages

Dashboard Simplicity



Performance is good



There is a performance issue

The status dashboard is easy to see at-a-glance whether everything is performing well or if something needs attention.

- Instantly see if connectivity services are failing before people or your organisation are affected
- If you see a failure, it just takes 2 clicks to identify if it is on the wired and/or wireless segments or with an external SaaS app
- See Mean Opinion Score (MOS) with a single click for conferencing apps such as Skype, Zoom

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US TO DISCUSS YOUR
REQUIREMENTS**