Digital Experience Monitoring for Remote Workers

sinefa

The remote worker support visibility challenge

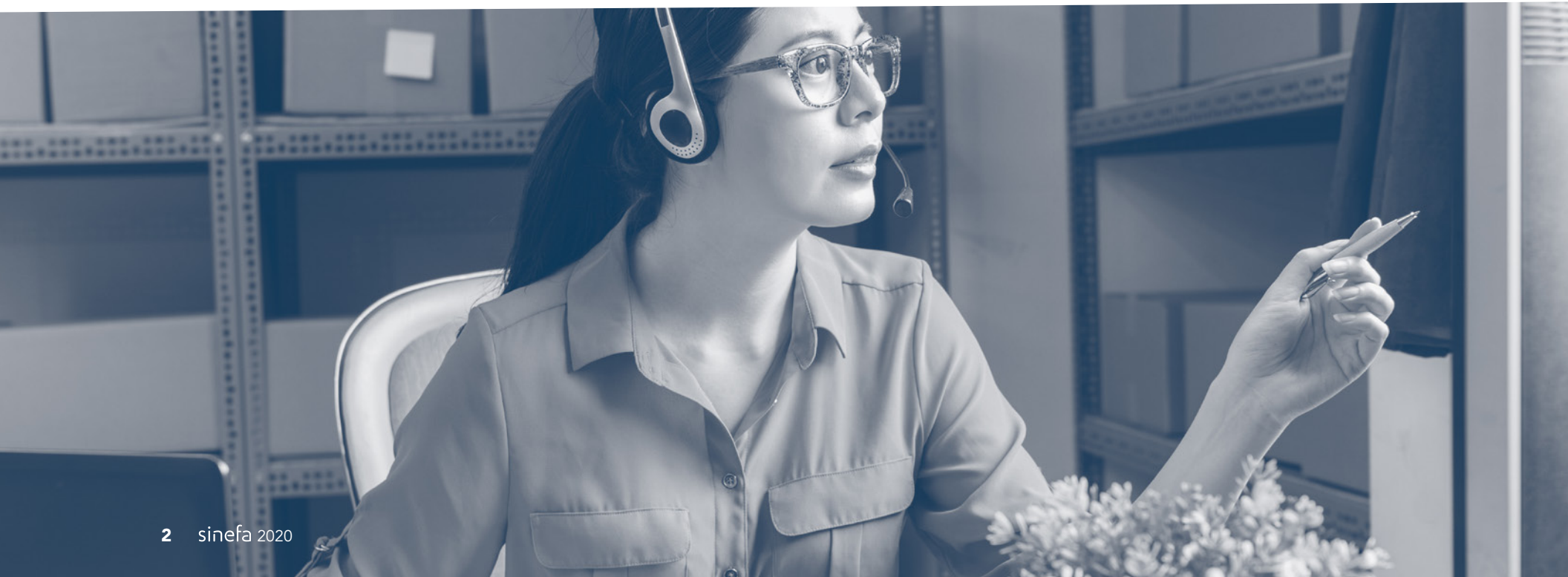
Organizations around the world have experienced a massive shift to employees working from home. Some companies have reported a 5x or even 10x increase in remote workers occurring in short order after the COVID-19 pandemic hit.

The challenge is that IT and support teams often lack high-level monitoring visibility for these end users, as well as the ability to easily diagnose and pinpoint the cause of problems when they arise. When performance problems occur, such as high latency with Office 365 or connectivity to public cloud or data center applications, employee productivity is impacted, and issues are often impossible to diagnose.

Existing tool-sets aren't adequate

Traditional SNMP, packet capture and Netflow tools monitor internal network infrastructure and can't offer insights on end user devices connected to home wifi and Internet routers. Remote Management and Monitoring (RMM) tools are mostly focused on configuration issues on endpoint devices. None of these traditional tools can they see how the Internet is impacting connectivity and performance for SaaS and internal applications.

In addition, many end user monitoring tools have proved to be too heavy, too cluttered and too hard to derive value from. A new solution is needed to deliver top-down insights at scale, rapid diagnosis, with lightweight deployment and ease of use for the extended IT team.



Visibility Requirements

Following are four key requirements for effective end user experience monitoring of remote workers.

1 See at Scale

Monitoring solutions should make it easy to see the status of large sets of users, at a glance.

2 Lightweight footprint

Endpoint agent software should consume minimal memory and network traffic.

3 End-to-end visibility

When a user is having a problem, end user experience monitoring solutions should make it easy for IT and support personnel to quickly diagnose in which domain the problem is occurring, and to rapidly pivot to more diagnostic detail for root cause analysis.

4 Ease of deployment and use

Endpoint agent software should support flexible deployments, including silent installation and flexible tagging for easy deployment and management at scale.

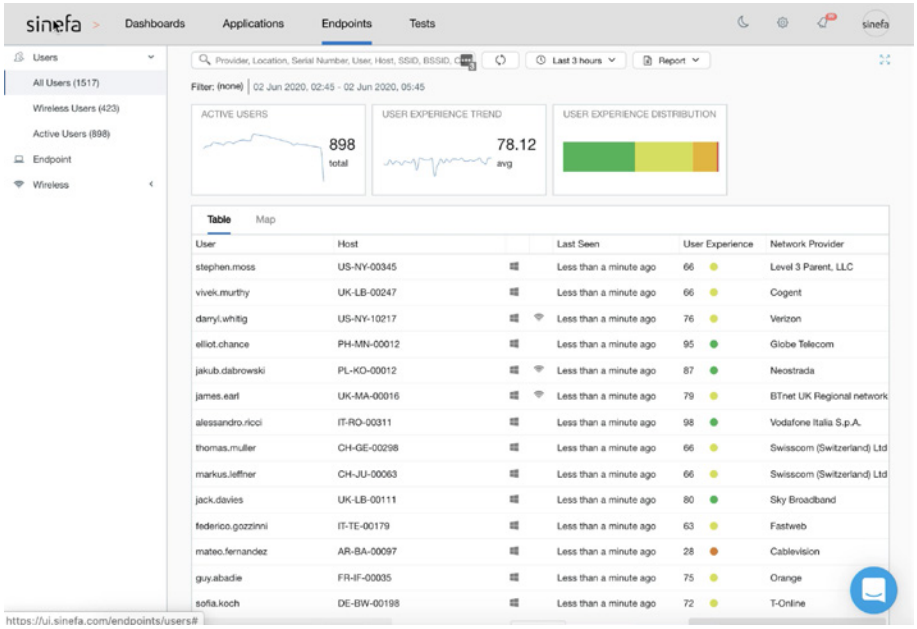
Sinefa End User Experience Monitoring Solution

Sinefa offers an end user experience solution that makes it fast and easy to gain actionable insights into end user experience and troubleshoot problems for remote and home-based workers.

Deploy lightweight agents seamlessly and get visibility instantly via a SaaS web portal. See and troubleshoot the full service delivery chain, including device health, wifi, local network, and Internet dependencies. Improve remote worker productivity, and keep your business running smoothly.

See all your end users' experience at a glance

Geolocation maps and tabular views make it easy to see all your end users, locations, ISPs, and experience scores at a glance, as seen in Figures 1 and 2. Filter endpoint views by connectivity type (wireless or not), provider, location, username, SSID/BSSID, when they were last seen, and custom tags (department, call center, user levels, etc).



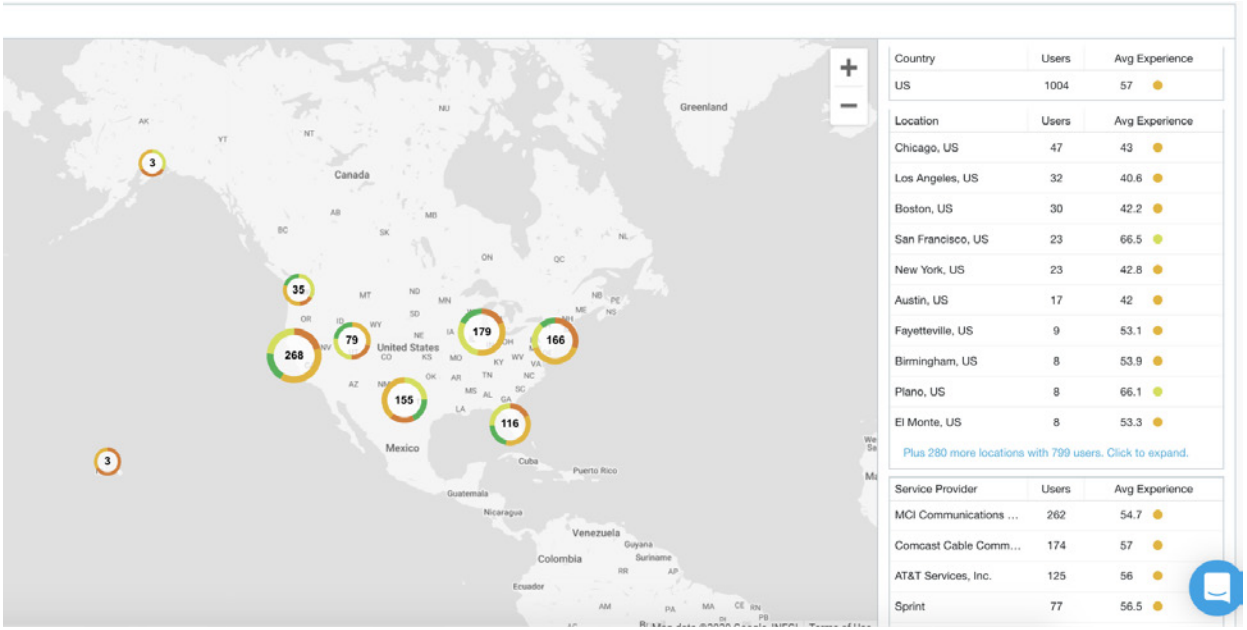


Figure 1 (top) shows a tabular view, and Figure 2 (bottom) shows a geolocation map view of deployed endpoint agents.

Understand the performance of the entire service delivery chain, fast.

When you drill down to a specific endpoint, you get an instant understanding of where issues are occurring between the user and app. An interactive visualization of the service delivery chain (Figure 3) shows endpoint, wifi, local network, and Internet domains with color codes and performance score hover-over details.

Click on any domain that is showing problems and view detailed performance graphs and other diagnostic details, as shown in Figure 4.

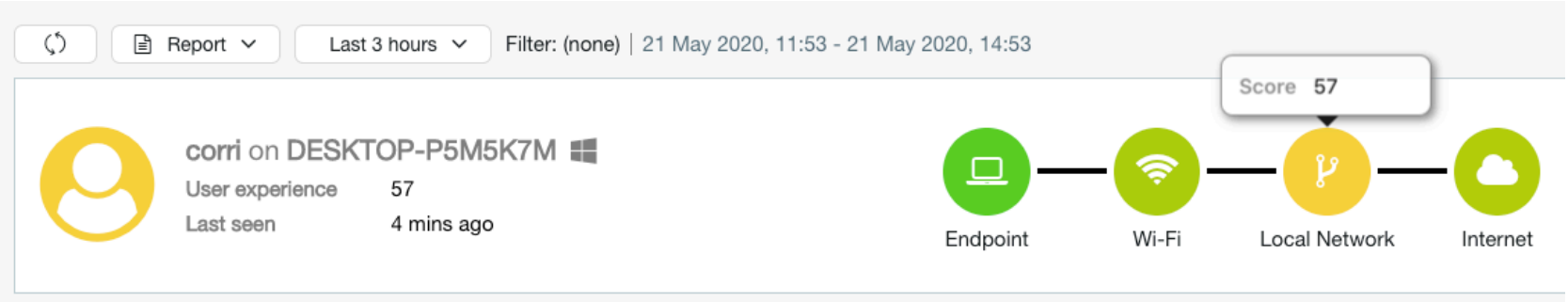


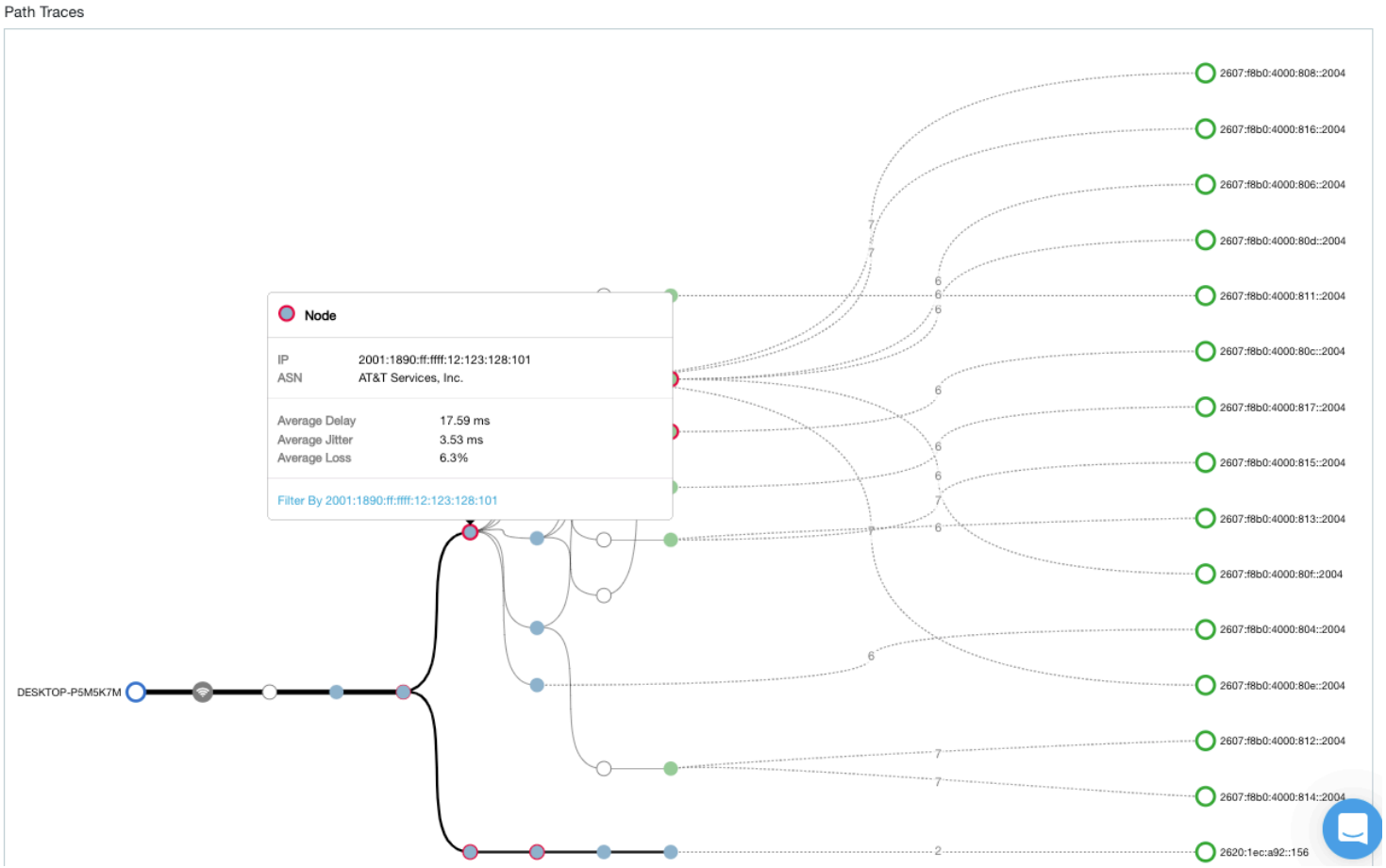
Figure 3: Service delivery chain visualization makes it easy to isolate problem domains and drill down for more detailed information

Figure 4: Clicking on the domain icons in the service delivery chain reveals corresponding diagnostic details in the panel below. Far left: Endpoint details. Left: Wifi details. Right: LAN details. Far right: Internet details.

See beyond borders with network path monitoring

With employees dependent on an unpredictable Internet to receive strong application performance, it's critical to understand where things are going wrong outside of the endpoint and local network. With Endpoint Agent, you can monitor end-to-end and hop-by-hop network paths for your business-critical applications, as seen in Figure 5. You'll know when packet loss, latency or jitter is occurring in a local, ISP, or SaaS provider network. Path visibility eliminates guesswork, speeds troubleshooting, and improves escalation to providers, so you can restore employee productivity.

Figure 5: Endpoint agents can perform configurable network path monitoring to reveal hop-by-hop details across internal and external, Internet, and cloud networks.



Frictionless and scalable deployment, instant visibility

Sinefa Endpoint Agent installs manually or at scale via silent installation and package automation. Endpoint Agent occupies a minimal endpoint device footprint, consuming approximately 20MB of RAM and 20MB of storage, with an installer size under 10MB and utilizing less than 1% of CPU. Installer tagging allows you to organize large-scale endpoint deployments with group and other identifiers.

Agents co-exist harmoniously with SD-WAN and cloud secure web gateway agents, and overlay tunnels. Within moments of deployment, you'll get deep visibility via the Sinefa SaaS web portal.

Part of a holistic DEM solution

Sinefa offers an integrated Digital Experience Monitoring solution that offers visibility from endpoints, branch offices, data centers and cloud VPCs, so you can understand user experience, endpoint, wifi, and application performance, network traffic, and end-to-end network paths, from every location that matters to your organization.

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About Sinefa

Sinefa is a digital experience monitoring platform that delivers visibility into the entire service delivery chain from endpoint devices across internal and external networks, through applications and APIs, enabling you to plan smarter, deploy easier, resolve issues faster, and run your business smoother.