

WHITE PAPER

HOW CAN IT ENHANCE END-USER EXPERIENCE?

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Cloud and SaaS apps are meant to be a boon for everyday workers, offering them an array of tools that, in theory, are easy to deploy and quick to get using. But when employees start relying heavily on modern solutions that aren't owned and managed on-premises, it's not a guarantee that users will enjoy the efficiency that these new tools promise.

That's because IT loses a great deal of the inherent visibility and control over application performance when businesses adopt Cloud and SaaS solutions. This is compounded by the trend of enterprise decentralization, where major enterprises now deploy a global web of remote locations rather than a smaller network centered tightly around hardware at HQ.

As remote offices propagate and SaaS tools bombard enterprise networks, IT teams largely remain centralized. As a result, IT generally doesn't have a physical presence at every remote location, meaning that end users end up ringing the alarm about business-impacting issues before IT is aware.

When IT is overdependent on end users to report application performance issues at remote locations, users lose confidence in IT, as the problems have already started having a material impact on productivity. It's no surprise then that end users will be quick to blame IT when application performance issues arise, regardless of whether they have control over the issue.

This frustration with IT can manifest a culture of finger-pointing. Because IT is blind to the user experience of apps at remote locations, they have no baseline to suss out if issues with applications are actually problems requiring resolution or simply a subjective complaint. To that end, when IT doesn't have a grasp on how end-user expectations are aligning with actual app performance at a given location they have nowhere to begin in mapping out projects that could help improve connectivity at a given location.

Instead, teams are spending the bulk of their time "firefighting" when they should be allocating focus, time, and budget to big-picture transformation initiatives. And when troubleshooting is a "trial and error" process, money that should be allocated to meaningful projects gets thrown at redundant tools.

END-TO-END VISIBILITY KEY TO ENSURING END-USER EXPERIENCE

When IT employs continuous monitoring of every app, user, and location across the enterprise network, they can proactively alert on network and application performance issues before they ever impact end users. This will ideally result in improved end-user productivity, while fewer helpdesk tickets get escalated to IT, freeing teams up to focus on more strategic projects that'll help enable productivity across the organization.

Teams will also require visibility into any third-party network or service so that there's minimal delay in getting to the root cause of a given issue. So while this will ideally help speed up mean-time-to-resolution (MTTR), it will, at the very least, accelerate mean-time-to-innocence (MTTI) when issues are blamed on the network but are really the fault of a third party. This is also critical in helping teams hold service providers and application vendors accountable to SLAs.

When IT can identify all user traffic and classify applications in use across the entire network, they have more reliable information to help inform how they manage the network and enhance it for the future. This leads to more efficient capacity planning and budgeting, which will ultimately help IT deliver a better service to end users in the future.

All said, comprehensive visibility can help end the finger-pointing and rebuild trust in IT to provide a consistent and reliable experience of networks and applications to end users, wherever they're located.

AppNeta by Broadcom Software offers enterprise IT a comprehensive solution to experience the network the same way applications do. This gives IT a true picture of end-to-end performance, allowing them to gain a local perspective into how apps are experienced in any office and for all users.

AppNeta enables teams to understand network performance from where apps are consumed to where they originate, and every hop in between. This enables IT to identify any application in use at any remote location by continuously measuring its performance for each user, helping IT understand the impact that app has on the network that delivers it. From there, teams can continuously run application transactions — just like a real user — to understand application performance from the location where it's in use.



**END-TO-END VISIBILITY
KEY TO ENSURING
END-USER EXPERIENCE
(CONTINUED)**

Required monitoring capabilities for enhancing end-user experience

- Continuous monitoring of every app and every user at every location
- See the performance across any third-party network or service
- Flexible deployments to scale to any environment
- Identify all user traffic and classify/categorize applications in use across the network
- Quickly discern app vs. network issues



To learn more about how AppNeta is helping modern enterprise IT teams tackle their largest projects while delivering visibility that's essential to ongoing network management, visit <https://www.broadcom.com/appneta>



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