BROADCOM SOFTWARE

WHITE PAPER

DIGITAL EXPERIENCE MONITORING FOR SYMANTEC WEB SECURITY SOLUTIONS

Essential Solutions for Cloud Transformation and Work from Anywhere

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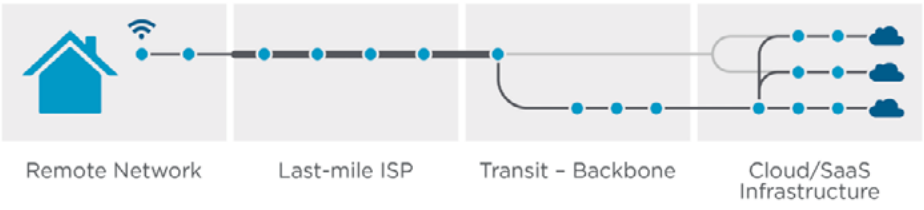
EXECUTIVE SUMMARY

To advance their digital transformations, organizations continue to migrate to the cloud and extend support for hybrid, work-from-anywhere approaches. Given these shifts, network security is increasingly of paramount importance. To ensure transformation success and employee productivity, it is also critical to monitor the digital end-user experience. By gaining end-to-end visibility of the network experience, from the end-user through the security cloud to cloud and SaaS applications, IT can more efficiently and proactively deliver the access and experience users demand. AppNeta by Broadcom Software provides essential digital experience monitoring that complements Symantec Web Security solutions.

CHALLENGES IN END-USER EXPERIENCE WITH EVOLVING WEB SECURITY AND DEPLOYMENT MODES

Today's operations teams are seeing their enterprise networks extend out over the internet as organizations speed their adoption of cloud services, SaaS applications, and work-from-anywhere (WFA) approaches. In parallel, web security solutions continue to evolve to adapt to the changing landscape. In addition to traditional secure web gateways (or proxies), teams are employing new zero-trust approaches that utilize a secure access service edge (SASE) model. Through these approaches, organizations can provide a secure doorway to the internet, enabling a safe and productive user experience. With the move to distributed security models, organizations often have a mix of on-premises and cloud deployments and must ensure visibility across these hybrid environments.



Traditional monitoring tools lack the ability to provide a comprehensive view across these environments, making it difficult to understand the end-user experience and identify the root cause of issues.

Despite this complexity, users expect consistent, responsive direct-to-web access, and organizations need to ensure the user experience is not negatively affected by the move to a SASE approach. However, there is often a gap between what IT sees and the actual user experience. Further, for teams using traditional monitoring tools, blind spots often exist within modern environments. Often, network issues that arise elsewhere are misperceived as "SASE" problems, resulting in longer mean time to identification or innocence (MTTI). In large, complex networks, unintended changes or changes outside the control of network security administrators can be an all-too-common cause of issues. It's critical that network operations teams gain the end-to-end visibility required for these evolving environments. Adopting digital experience monitoring can help.

AN UNDERSTANDING OF THE TRUE NETWORK AND APPLICATION PATH IS NEEDED

When performance issues arise, the first question is often whether it's an app or network problem. In the complex environments IT now has to support, getting the answer can be difficult. Apps now reside on premises, in the cloud, and in environments entirely outside IT's control, being delivered over a mix of internal and third-party networks. Traditional monitoring tools lack the ability to provide a comprehensive view across these environments, making it difficult to understand the end-user experience and identify the root cause of issues. To isolate issues, teams need to employ modern approaches that incorporate continuous application and network performance monitoring, so they can understand where problems stem from, when they occurred, and what can be done to fix them.

The rise of SASE and hybrid work are closely tied to an increased dependence on public internet connectivity, which is often dynamic and unreliable. Users conditioned to high-capacity enterprise environments often feel that even the most basic performance issues need to become IT support issues. However, traditional monitoring techniques cannot extend past company-owned infrastructure. This means that in order to ensure an optimal end-user experience in these new environments, network monitoring must evolve past passively capturing traffic and device metrics.

Business-critical applications have also changed. They are now hosted outside the four walls of the data center, either externally via third parties or cloud providers. While cloud deployments often include built-in resiliency, apps outside of IT's control are notoriously difficult to troubleshoot. Limited to providers' status pages, IT is left to guess when apps are the true source of performance issues. Adding to the problem is that many apps are using microservice architectures, which means that just testing a login page lacks sufficient depth to truly understand the true performance of an application.

To manage end-user experience today, monitoring must include traditional tooling for internal apps and networks, but also go beyond the firewall with active measurements that provide a full end-to-end picture of performance. This includes testing through any security measures to understand the impact on end-user experience. With both active and passive testing in place for the full app and network delivery path, IT can efficiently isolate the root cause of performance issues. To achieve this level of visibility, new approaches and solutions are necessary.

AppNeta for Symantec Web Security solutions features AppNeta TruPath™ technology that provides complete network and application visibility for cloud, on-premises, and hybrid architectures.

INTRODUCING APPNETA FOR SYMANTEC

As users continue to expand their web and application security footprint into the cloud, it becomes paramount to understand the user's experience and prevent issues that can have an impact on their productivity. Unfortunately, traditional network monitoring tools fall short when it comes to providing a complete end-to-end view of cloud-delivered applications and services.

AppNeta for Symantec Web Security solutions features AppNeta TruPath™ technology that provides complete network and application visibility for cloud, on-premises, and hybrid architectures. This solution offers support for Symantec Web Protection, Symantec Cloud Proxy (formerly Web Security Service), Symantec Edge Proxy (formerly ProxySG), and Advanced Secure Gateway (ASG).

For pure cloud-delivered security solutions, such as Symantec Edge Proxy, AppNeta offers a number of unique benefits. With the solution, IT can:

- Compare real-time performance of underlay versus overlay tunnels.
- Monitor critical cloud apps and SLA adherence.
- Successfully onboard new cloud applications.
- Extend support to last-mile ISP and local WiFi/5G/LTE for roaming users.

AppNeta helps organizations to quickly migrate to cloud-delivered security, allowing network and security operations to support their end-users at every step.

For traditional on-premises-based security solutions, such as Symantec ProxySG and ASG, AppNeta offers IT teams these advanced capabilities:

- Reduce MTTI by quickly determining if a problem is related to the proxy or associated with another part of the network.
- See the entire network, including complex on-premises environments that include firewalls, WAN routers, SD-WANs, dual-carrier WAN links, split path/asymmetric routing, and so on.

- Access advanced capabilities that offer detailed proxy performance processing, enabling teams to determine cost and latency at each step of the proxy transaction.
- Apply advanced capabilities to continuously validate policy, and to monitor and verify acceptable use and threat risk levels, leveraging insights from Symantec Global Intelligence Network (GIN).

Customers that maintain advanced or complex on-premises based solutions with traditional security infrastructure can leverage AppNeta to apply operational best practices and reduce MTTI.

Finally, AppNeta is uniquely poised to support hybrid cloud and on-premises deployments so IT can effectively monitor the SD-WAN and cloud-delivered networks that modern enterprises rely on. The solution allows organizations to take advantage of all the benefits of both on-premises and cloud deployments, providing key digital experience monitoring capabilities that ensure secure, high-performance access from anywhere.

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CONCLUSION

By delivering proven visibility for cloud, SASE, and modern networks, Broadcom helps customers ensure a positive digital experience and accelerate digital transformation. AppNeta by Broadcom Software is a user-centric monitoring solution with patented TruPath™ technology that provides complete network and application visibility.

The solution offers one-click troubleshooting for cloud, hybrid, and on-premises network architectures, extending visibility beyond SWG and SASE deployments, even for networks that are not owned by an enterprise. AppNeta for Symantec Web Security complements our industry-leading security solutions. These solutions enable monitoring beyond the edge, extending coverage to SaaS and cloud delivery networks not under enterprise control, offering complete end-to-end visibility and digital experience management.

Contact your Broadcom Account Team for more details on AppNeta for Symantec Web Security.

About Us

Broadcom Software is one of the world's leading enterprise software companies, modernizing, optimizing, and protecting the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software is building a comprehensive portfolio of industry-leading infrastructure and security software, including AIOps, Cybersecurity, Value Stream Management, DevOps, Mainframe, and Payment Security. Our software portfolio enables innovation, agility, and security for the largest global companies in the world.

For more information, visit our website at: software.broadcom.com