End user complaints are common, but almost half of large enterprise IT either aren’t using a network performance monitoring solution, or simply aren’t sure if they even have one in their management stack. Read on to learn more about how to navigate these challenges successfully.

**Does your company use network performance monitoring solution(s)?**

- **YES**: 54.5%
- **NO**: 22%
- **UNSURE**: 24.5%

This is alarming when you consider more than 30% of enterprise IT receive complaints regarding app or network performance on a daily or weekly basis.

**How frequently have you received complaints regarding application or network performance in the past year?**

- **DAILY OR WEEKLY**: 33.1%
- **MONTHLY**: 21.6%
- **ANNUALLY**: 9.7%

What’s worse is that without a monitoring solution that can actually identify the root cause of performance issues, end users AND IT may jump to false conclusions.

**ISSUE 1**
- On the network: 43.4%
- On the application provider: 33.2%
- On the device: 19.3%
- On IT: 0.3%

**ISSUE 2**
- On the network: 43.4%
- On the application provider: 33.2%
- On the device: 19.3%
- On IT: 0.3%

Enterprise IT needs a comprehensive performance monitoring tool that can help give IT team immediate answers to performance issues. This way, they can concentrate on the true cause of an issue, in turn:

- Boosting confidence in IT’s ability to maintain the network
- Reappraising IT’s time when issue resolution is involved
- Restoring IT’s “compass” and setting them on the correct course

To learn more about the challenges facing enterprise IT today, download our 2019 State of Enterprise IT report.

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