



A GUIDE TO NAVIGATING Your Network Performance Successfully

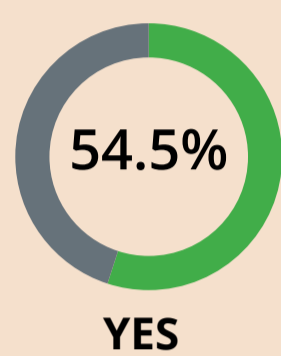


End user complaints are common, but almost half of large enterprise IT either aren't using a network performance monitoring solution, or simply aren't sure if they even have one in their management stack. Read on to learn more about how to navigate these challenges successfully.

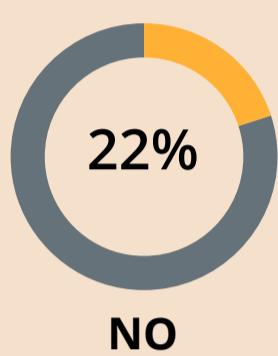
STEP 1 GET THE LAY OF THE LAND

Monitoring Solutions

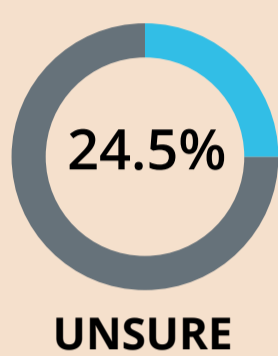
Does your company use network performance monitoring solution[s]?



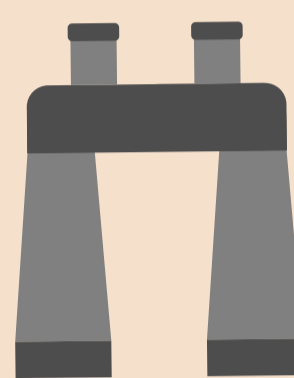
YES



NO



UNSURE

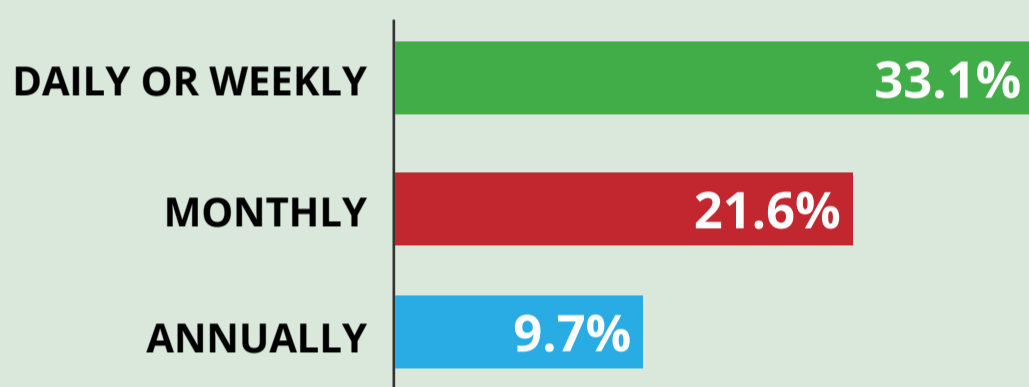


This is alarming when you consider more than **30% of enterprise IT receive complaints regarding app or network performance** on a daily or weekly basis

STEP 2 FIND THE BEST ROUTE

Identifying Issues

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



0 DAYS WITHOUT A COMPLAINT



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.



When this happens, **IT teams might end up going down the wrong path** in an attempt to solve the issue.

As a result, it'll take longer for IT to get to the root of the issue, which in turn...

- Prolongs Mean Time to Resolution (MTTR)
- Wastes IT resources
- Gives the performance issue more time to affect MORE users
- Paints enterprise IT in a bad light

STEP 3 GET THE RIGHT GEAR

Understanding Issues

When end-user complaints come through, where does blame usually land?

<input checked="" type="checkbox"/> On the network	43.4%
<input checked="" type="checkbox"/> On the application provider	33.2%
<input checked="" type="checkbox"/> On the device	19.3%
<input checked="" type="checkbox"/> On IT	0.3%



Just because end users are prone to blame the network when they have performance issues, that doesn't mean they're right.



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

- Boosting confidence in IT's ability to maintain the network
- Buying IT time where issue resolution is involved
- Resetting 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**.

