



Three Essential Pillars of Comprehensive Performance Monitoring

The “modern enterprise” is characterized by a vast network of remote offices and users whose ability to collaborate hinges on the success of next-generation SaaS apps and cloud architectures. While this layout might promise greater agility and flexibility across the organization, it can put blinders on IT in key areas where visibility into network and application performance is essential.

IT teams need to view the network through three separate but complementary lenses to gain a full picture of the activity taking place on the network. The data gleaned from these viewpoints represent the Three Essential Pillars that a comprehensive network monitoring solution must deliver on in order for IT to address issues with the reliability and speed that end users expect.

DEEP PACKET VISIBILITY

Having an accurate and real-time view into all the apps in use over your network — and not just those deemed business critical — is fundamental to gaining a complete “map” of your network and your dependencies. By knowing not only which apps are using network capacity but also the users themselves, IT can make decisions regarding routing or bandwidth allocation based on the criticality of the apps using the most capacity, for instance.

PILLAR ONE

ACTIVE NETWORK TESTING

IT’s visibility into cloud environments is limited because they don’t own or control their app’s delivery path end-to-end. Gaining this insight requires a solution that can provide deep hop-by-hop across the entire delivery path — without putting additional “weight” on the network — to see where on the delivery path issues might arise, or already have.

PILLAR TWO

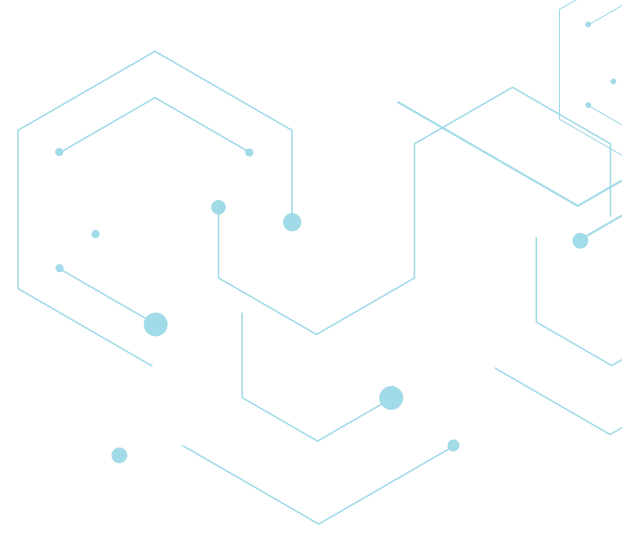
WEB EXPERIENCE MONITORING

Teams need to be able to see behind the firewall to measure end-user experience from where users are located, whether in a remote location or at headquarters, to get a true idea of how their apps — and the network — are performing. This is especially critical for distributed networks as it helps zero in on whether issues are related just to the app, user, or location, or even if there’s a larger issue pervading the entire network.

PILLAR THREE

With this information in hand, teams can gain a full picture of their network, empowering them to get straight to remediating issues rather than guessing-and-testing to find the root cause. The challenge is finding a way to collect all of this information holistically.

Often, teams will employ tools that, for one reason or another, only deliver partial insight into all of these key areas. From there, IT might start collecting a hodgepodge of incomplete solutions that, when combined, still don't deliver a complete picture of the network. This leaves IT with even more applications to manage, and a jumbled, incomplete view of the network when all is said and done.



The Three Pillars in Action

Unlike other performance monitoring solutions, AppNeta delivers the complete package for end-user experience insight. Our platform is designed to be an IT team's partner in digital transformation by combining these three essential pillars of performance monitoring into a single, comprehensive solution that goes deeper than any other tool to deliver the most accurate insights possible. Our approach to delivering each of these three areas of insight to IT can be summed up as follows:



PILLAR ONE

AppNeta uses active network testing to identify how all apps are being used across the network. Along with the ability to automatically identify more than 2,000 apps, AppNeta includes Active Directory integration to look at the usage metrics of specific users regardless of location.



PILLAR TWO

"Hop-by-hop" network analysis of the whole app delivery path ensures continuous, lightweight monitoring for all critical metrics (TCP, UDP and ICMP). This includes wired and wireless monitoring as well as continuous measurement of VoIP and UC quality.



PILLAR THREE

AppNeta can monitor apps synthetically from behind the firewall by running live scripts to any application. By leveraging automatic network delivery path integration, IT can see more performance detail and get network context for applications without delay.

AppNeta is the only monitoring solution designed to assess user experience first and foremost, ensuring IT is doing their part in setting employees across the enterprise up for success. Active network testing and synthetic web experience monitoring, coupled with deep packet visibility, can only otherwise be achieved using an array of tools that will only add a greater burden to the network. AppNeta does it all without weighing down the network, targeting the specific challenges that today's enterprise IT grapples with on a daily basis.

Problems Solved Through Comprehensive Monitoring.

AppNeta combines these features with the goal of helping IT target four areas under their purview where new blind spots and challenges to performance monitoring are popping up most.



REMOTE LOCATIONS

The distributed nature of the enterprise today makes it almost impossible for IT to have a physical presence at every location. This is compounded when you consider the number of apps being managed across the network from one user to another, which would require a small army of IT support staff to ensure optimal end-user experience.

Centralized IT, therefore, requires a low-touch, high-functioning solution that offers the visibility necessary to solve end-user problems.

AppNeta offers this with purpose-built hardware and software monitoring points that act as the eyes and ears of IT from whatever remote office or location they're installed. From capturing packets to running synthetic tests, AppNeta helps IT identify performance issues wherever they live — whether in the network or in the applications users access on a daily basis.

Included within the platform is the ability to verify if WiFi performance is living up to end user and IT expectations on a per-issue basis. This also helps empower IT with the ability to hold their ISP or SaaS vendors to task when end users automatically assume blame lays on IT, delivering insights that can back up whether or not partners are meeting SLAs across all locations.

What's most meaningful for day-to-day users is that AppNeta provides enough detail to identify if performance issues are isolated to specific users, apps, or locations, or if it's a more pervasive problem. IT can then take that knowledge and apply their expertise to resolve issues before they impact the larger business.



CLOUD MIGRATION

Migrating applications or network architecture to the cloud requires planning and resources. But how do you ensure that it's running smoothly once it's up?

AppNeta combines network and application performance monitoring with packet-based insight from the edge to ensure that the end user experience continuously matches IT and end-user expectations.

IT can understand and quantify end-user performance of applications before and after they've moved to the cloud. This helps IT identify whether the migration has been seamless or not, and then pinpoint potential areas for improvement to ensure stakeholders across the organization are experiencing performance that's acceptable and not affecting productivity. Apps may not always be faster once they are moved to the cloud, but when architected well or through the use of CDNs it is common for remote users to have a more consistent experience.

This can also help identify whether or not the network architecture is equipped to support business-critical apps in the cloud, giving IT an idea of larger infrastructure overhauls that may be required to complete their cloud migration.



SaaS

The number of SaaS apps on your network — both business-critical and even non-essential apps — will likely continue to expand with time, and monitoring them all will only become more cumbersome without a comprehensive approach. Because AppNeta combines active monitoring not just on the apps, but also on the network — combined with packet-level detail of end-user experience — AppNeta can deliver all the context IT needs to suss out and prevent issues before they affect the end user.

The platform can auto-discover the apps in use, as well as integrate with Active Directory to link individual users with the apps they're using at any given point. This allows IT to get an accurate map of the network's "app landscape" to compare performance between both users and remote offices over time, giving a baseline of where network usage is nearing capacity and where there is headroom.

AppNeta even employs intelligent alerting at the category level so that when new apps are added to our database they are grouped. This way, IT doesn't need to know every new Social Media app that comes on the market, but rather be alerted when non-essential apps like Social Media as a whole is interfering with the performance of business-critical categories.



SD-WAN

Implementing SD-WAN is often a large undertaking, and while many offerings insinuate that performance monitoring is part of their solution, there are still glaring blind spots into the network presented with SD-WAN that AppNeta can help shine light onto.

As with many new technologies deployed in the enterprise, it is common for SD-WAN to become the subject of blame for any performance issue. AppNeta can provide crucial baselining before the network undergoes an SD-WAN project to compare network performance during and after the rollout—often proving where fault should really be placed. With the ability to look at both LAN and WAN, AppNeta also provides the end-to-end view from users to applications that can help validate and prove the performance of SD-WAN deployments over time.

With so many complex dependencies being introduced to enterprise networks, IT needs to assure the continuous delivery of business-critical apps before, during and after any major network overhaul or "transformation." Only AppNeta combines three industry-leading approaches to network monitoring that ensures IT can get to the root of any performance issues before they proliferate.

To learn more about how AppNeta delivers,
request a demo today!

ABOUT APPNETA

AppNeta is the only network performance monitoring solution that delivers deep, actionable, end-to-end network performance data from the end-user perspective. With AppNeta's SaaS-based solution, IT and Network Ops teams at large, distributed enterprises can quickly pinpoint issues that affect network and business-critical cloud application performance, regardless of where they occur. AppNeta is trusted by some of the biggest Fortune 1000 companies, including 3 out of the 5 largest corporations in the world, as well as 4 out of the 5 largest cloud providers.

1.800.508.5233 | SALES@APPNETA.COM | APPNETA.COM