



# Delivering Remote Office Visibility

**Managing user experience at remote offices has become an integral part of the job for modern enterprise IT, as an array of new SaaS and cloud-delivered workflows have made it easier for teams to stay aligned -- regardless of time zones or geographic barriers. After all, UCaaS and other web-delivered solutions make it so that teams need to be less tethered to operations at headquarters, allowing employees to work from virtually anywhere the WAN reaches.**

But in most cases, when the number of remote locations the network supports increases, IT operations remain centrally located, as staffing a physical presence at each new office would eat into the cost savings and efficiency that cloud and SaaS tools are meant to enable. While these efficiencies are hugely beneficial to the business, they do fundamentally change the level of visibility IT used to have when teams were centralized and issues could be quickly addressed on-premises.

Without solutions that deliver visibility into remote locations or provide insight into traffic from those locations, IT can become overly dependent on end users to report app performance issues after these problems have impacted performance. The trouble with this is that end users may be quick to blame the network for performance issues when the real culprit may be the app itself, not the underlying infrastructure.

This is compounded as constantly changing business-critical apps begin flooding increasingly complex local networks at remote locations, creating a drain on time, budget and resources for IT teams that are already stretched thin, and straining networks that may not be equipped for the deluge.



## The consequences of poor remote office visibility



The negative consequences that arise when IT has blinders on their remote locations form a domino effect. When visibility into remote office performance is lacking, IT teams frequently end up wasting time and budget getting to the bottom of issues that are impacting users across the business. When dealing with poorly performing apps, not only do end users become unproductive and start missing deadlines, but IT often becomes sidelined because they're constantly putting out fires rather than getting strategic initiatives off the ground. Inevitably, this will start to impact the reputation of the IT team, as performance issues become chronic and remote users are constantly frustrated.

The increased cost and risk of trial-and-error troubleshooting or, at worst, short-notice truck rolls, will only mount the longer IT doesn't have a clear line of sight into each app, user and office. IT will then spend excessive time "firefighting" when they should be strategizing and improving the network.

It's therefore critical for IT teams to use solutions that can deliver 100 percent coverage of all remote offices, allowing them to not only proactively reduce troubleshooting costs, but also better plan IT projects and ensure they meet their time and budgetary targets.

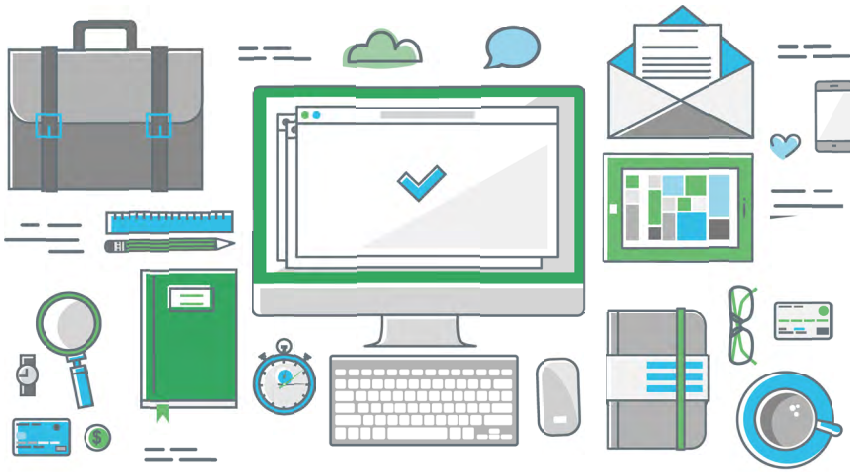
## Visibility key in the moment, and when planning for tomorrow



With a more automated monitoring strategy that can deliver a local perspective into issues hindering remote locations, IT can be proactively alerted to network and application performance problems before users are even impacted. This arms IT with the ability to quickly know if performance-impacting issues are caused by flaws with the enterprise infrastructure, service providers, connecting networks or the apps themselves. With that data in hand, IT can better assure end users and other stakeholders that "they're on it" when some issues do trickle down to the remote office.

Comprehensive visibility into the performance of every app, user, and location is also critical in helping IT ensure their network is equipped with the requirements necessary to support the new breed of cloud and SaaS tools users rely on most. This can help illuminate areas of the network where IT could leverage more cost-effective connectivity options like local Internet breakouts or SD-WAN connectivity instead of MPLS or other private circuits.

When IT can ensure they have complete visibility into their remote locations, they can more predictably ensure end users aren't meaningfully impacted by performance issues, while also starting to think strategically about how to plan for the future. Visibility empowers teams to more predictably budget for projects and ensure they meet their goals on schedule, even allowing them to investigate and deliver more cost-effective connectivity at remote locations.



AppNeta Performance Manager arms enterprise IT teams with the visibility they need to zero in on issues wherever they take place across the network. This goes beyond just having hop-by-hop visibility into the paths that traffic takes across the WAN, but being able to gain a local perspective into how users are experiencing their apps in the network wherever they're located globally.

When teams don't have IT personnel on hand at a given remote office, AppNeta can be the eyes and ears on the ground, allowing a centralized IT team to more readily handle their increasingly sprawling networks, without putting the onus on end users to raise the alarm when performance lags.

AppNeta is a SaaS platform that goes beyond a device-centric approach to actually experience the network the same way applications do. This gives IT teams a true picture of end-to-end performance, enabling them to identify any application in use at any remote location, continuously measure its performance for each user, and to understand the impact on the network that delivers the app. Teams can continuously run application transactions, just like a real user, to better understand app performance from the location where it's in use.

## REQUIRED MONITORING CAPABILITIES TO DELIVER REMOTE OFFICE VISIBILITY

- ✓ 100 percent coverage of all offices and all the apps that are consumed
- ✓ Fully-managed monitoring platform that's always ready and always up to date
- ✓ Visibility at the branch locations for central IT resources
- ✓ Ability to accurately detect minor problems before they evolve into critical events
- ✓ Ability to articulate where, when, and why the problem occurred, and what apps/users were impacted

**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, download our whitepaper *Internet-first and the Future of Enterprise Networks*.**

### 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.

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