

## Aternity End User Experience Monitoring

Self-healing and visibility into the actual end user experience of every cloud, SaaS, thick client, or enterprise mobile app in your portfolio, running on any physical, virtual, or mobile device.

The pace of change in the digital workplace is straining IT's ability to keep up. The pressure is on, with SaaS, shadow IT, remote working, BYOD, and a digitally native workforce with sky-high expectations for employee experience. With Aternity enterprise-class Digital Experience Management, IT can improve employee experience and productivity, reduce IT asset costs, and ensure that digital transformation initiatives pay off.

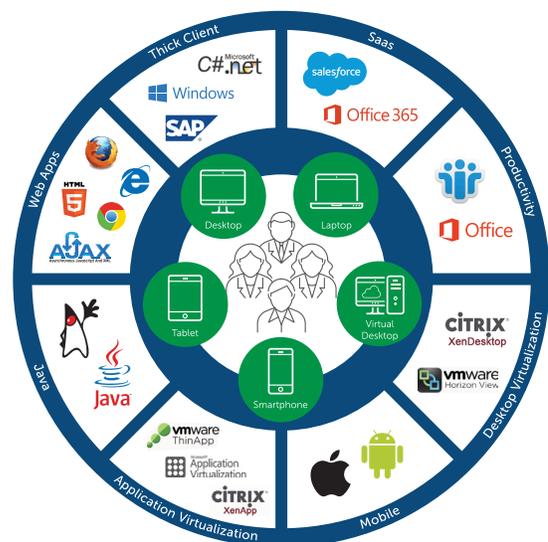
### Optimize employee experience

When it comes to monitoring how apps perform for your employees, other technologies only extrapolate, emulate, or estimate what users see. With Aternity, you see exactly what your end users see on their screen, no matter what type of app or device they're using. Improve service and reduce costs by automating the recovery actions to commonly expected user issues. Track usage and experience over time to continually improve performance while streamlining investments.

### Addressing the Digital Experience Monitoring challenge

How does **your** monitoring match up? With Aternity, you can:

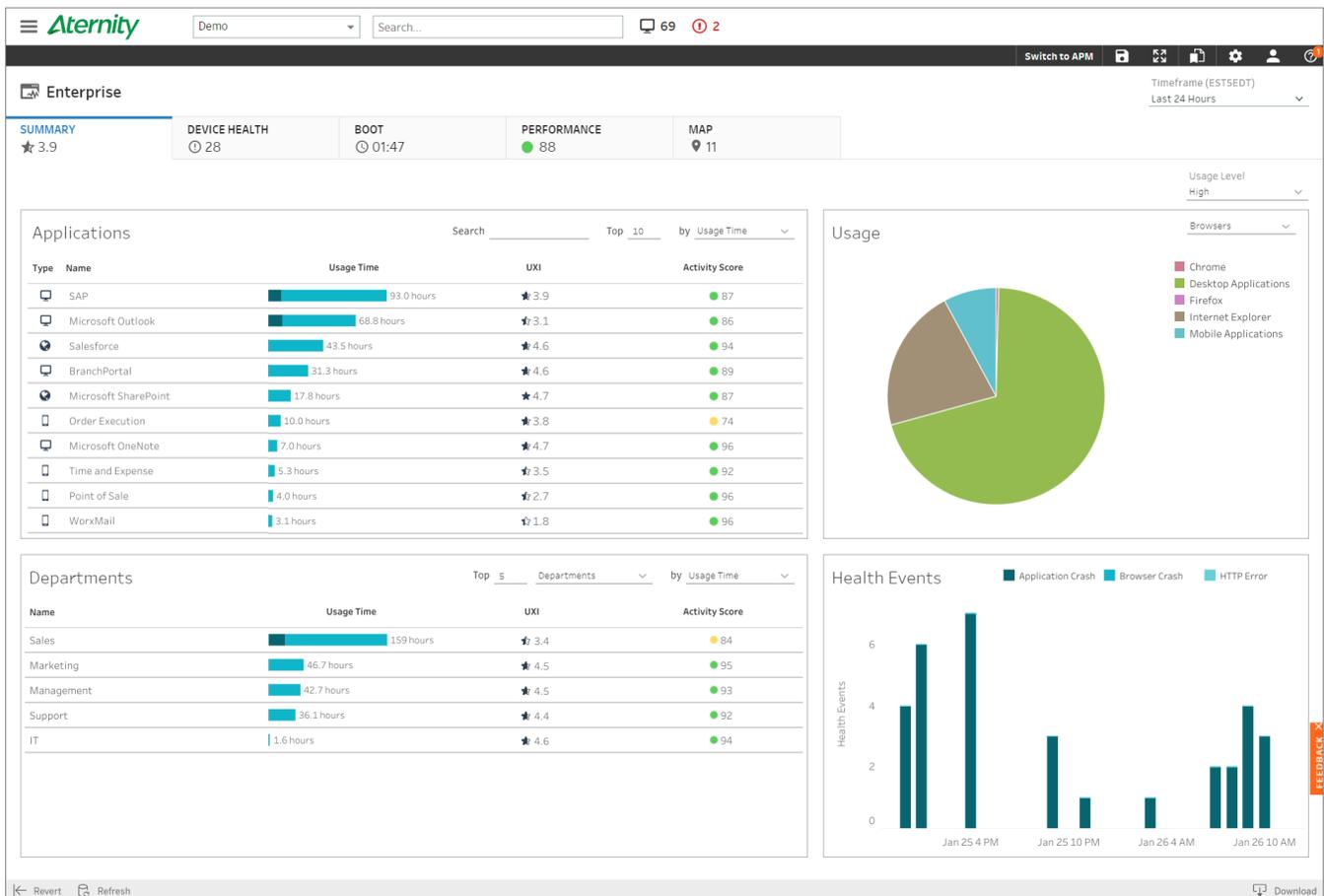
- Automatically discover every application used in your enterprise, whether running locally or in the cloud, to combat "Shadow IT"
- Track the impact of application performance on workforce productivity, with no configuration required
- Track "click to render"—what users ACTUALLY see when they interact with applications in a business workflow—and the response time breakdown between client device, network, and application back end, so you can resolve issues fast
- Automatically establish performance baselines for acceptable performance that can vary by geography, department, or device configuration



# Instant visibility into performance, health, and user productivity

With Aternity, there's no configuration required to discover **every application** used throughout the enterprise, track the key health indicators of those applications, and correlate application performance to the user experience and underlying device health.

- Track license usage and combat "Shadow IT" by discovering every Windows, web, and cloud application used in the enterprise, and automatically identifying usage by user location, department, etc.
- Resolve problems quickly with instant insight into the performance and health of every endpoint and application
- Analyze the impact of slowdowns on workforce productivity for any enterprise application



Discover every local, cloud, or mobile app in use in the enterprise, and analyze actual usage, wait time, performance, and health to assess the impact on workforce productivity.

## Shift left in the Service Desk

Improve service and reduce costs, Mean Time to Detect, and Mean Time to Repair with AI-driven self-healing and proactive service assurance.

- **Self-healing.** Automate the recovery actions to the most commonly expected device, OS, or app issues, so user experience isn't affected and no trouble tickets are required.
- **Reduce Time to Detect.** Establish targets for acceptable performance for business processes and get alerts when they're violated.
- **Improve MTTR and First Level Resolution.** Isolate the source of delay to client device, network, or back-end, for EVERY app in the portfolio. 1-click drill-down into the application back-end to resolve app issues.

The screenshot displays the Aternity user interface for a device profile. At the top, the Aternity logo and navigation elements are visible. The main content area shows the user's name, Cheryl Perkins, and her role as a Support Engineer. A prominent green circle indicates a device score of 7.4/10. Below this, there are status indicators for Health, Boot, and Performance. A large, colorful wave chart represents performance trends. To the right, a sidebar lists 'Available Actions' such as 'Windows Disk Cleanup', 'Clear Browser Cache', and 'Restart Machine'. The central part of the interface features a table of system details and a 'Recent Events' section with a table of health events.

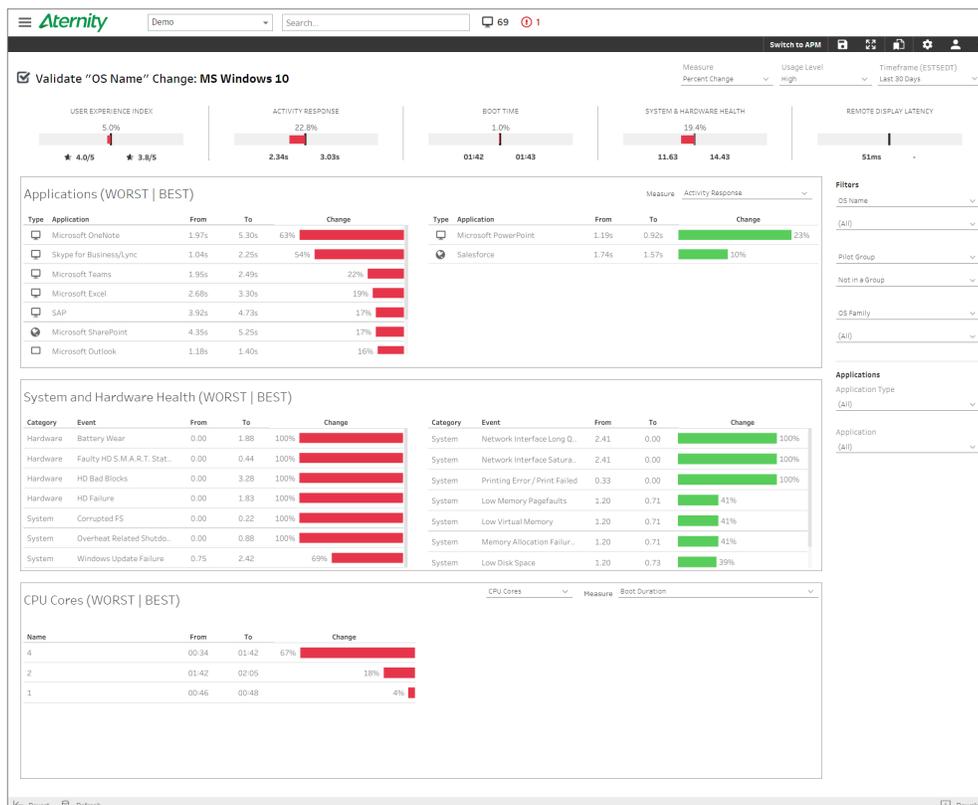
Event	Details	Recorded At
Low Virtual Memory	N/A	Feb 22, 1:17 PM
Background Process Crash	wmiprvse.exe 1.12.0.52 (Process)	Feb 22, 7:12 AM
Low Memory Pagefaults	N/A	Feb 22, 5:14 AM
Memory Allocation Failure / No...	N/A	Feb 22, 5:10 AM
Windows Update Failure	Security Update for Microsoft Excel 201...	Feb 22, 3:36 A...
Background Process Crash	wmiprvse.exe 1.12.0.52 (Process)	Feb 22, 1:05 AM
Application Crash	OUTLOOK.EXE 16.0.4615.1000 (Process)	Feb 21, 11:26 P...

Profile the user and their device, diagnose recent events according to your run book, and initiate remediation actions to resolve the most commonly expected user issues.

## Mitigate the risk of IT change

With visibility into the impact of IT change on end user experience, Aternity enables you to take on the most relevant IT change initiatives based on potential impact to the business, then make sure they deliver the expected improvements.

- **Prioritize based on business impact.** Establish a baseline of business performance in order to define the potential improvement to be delivered by the change initiative.
- **First time right.** Pilot and test prior to full scale deployment, to identify and resolve any incompatibilities, performance degradation or stability issues.
- **Track adoption.** Analyze trends in app adoption across the enterprise to track the effectiveness of key strategic initiatives.
- **Validate and communicate success.** Drive adoption by comparing end user experience before and after the change to show improvements in service.



Compare app and device performance and end user experience, before and after a change, to validate expected improvements before wider deployment.

## Get started in minutes

Offered as SaaS and on-premises software. Try for free at [www.aternity.com/free-trial](http://www.aternity.com/free-trial).



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