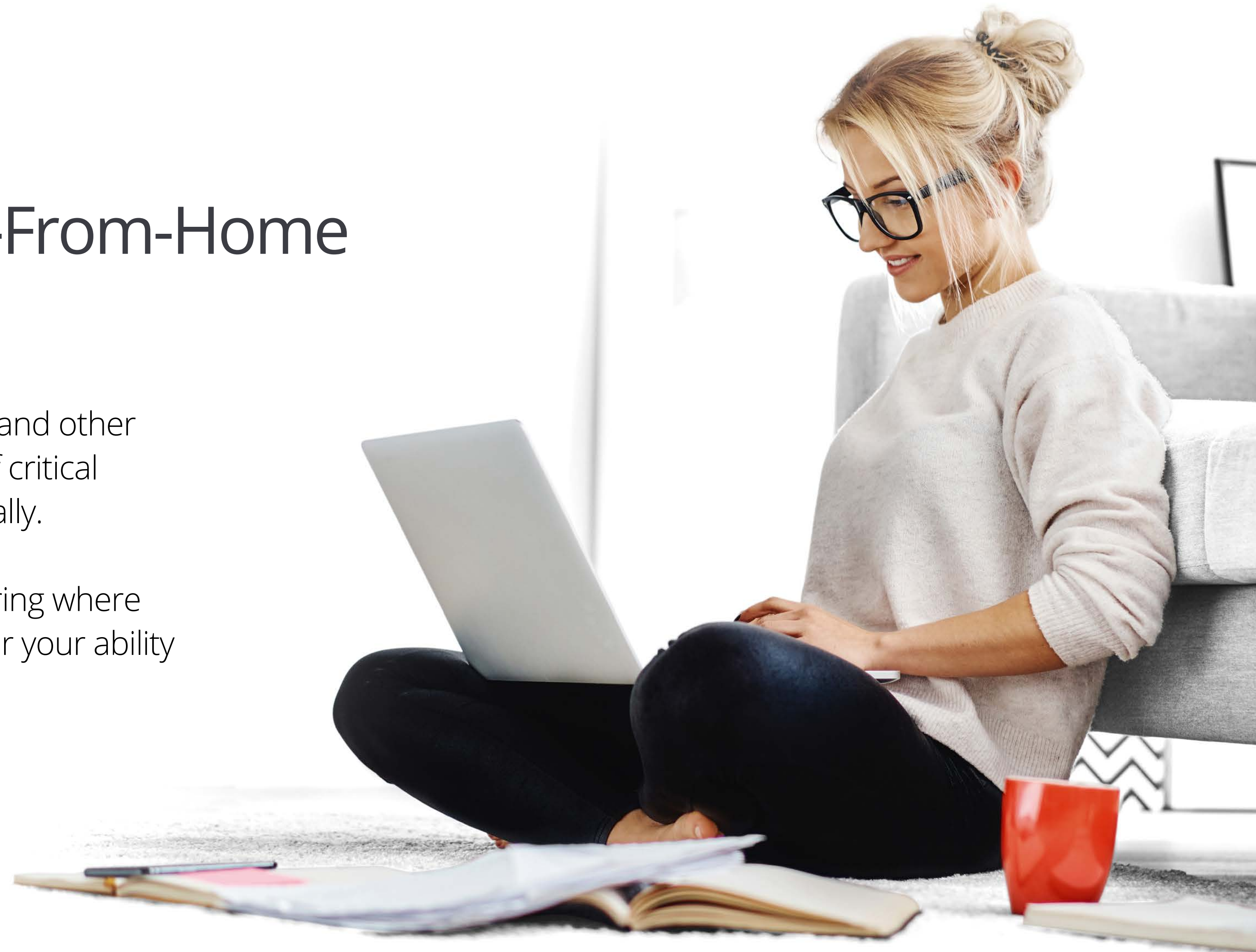


5 Questions

to Ensure Seamless Work-From-Home User Experience

When employees are deployed to work from home and other remote sites, the challenge of ensuring availability of critical business and network services increases exponentially.

Asking and answering these questions, and discovering where you may lack visibility to get the answers, is critical for your ability to support your remote users.





What Is the User Experience?

- How long does it take to access a service?
- What is performance time compared to “in the office”?

Solution

Have visibility from the users' perspective.

nGeniusPULSE monitors network and application availability and performance from remote sites.



QUESTION 2



Can We Monitor Everything a Home User Needs to Use?

- SaaS applications
- Internal applications
- Key website
- VoIP service

Solution

Continuously monitor availability and performance of services delivered to home user.

nGeniusPULSE monitors your network and applications.



QUESTION 3

Does Home User Have Internet Access?

- How to isolate fault to home user network or ISP?

Solution

Monitor availability of VPNs and ISP access.

*Isolate Problems to Service Provider,
Network, Location, or Configuration*





When Will We Know There Is an Issue?

- What is acceptable performance?
- How can we minimize user impact?

Solution

Get alerts, based on thresholds unique to each site's baselined performance, on issues impacting home users.

Company established VoIP benchmarks from remote sites.





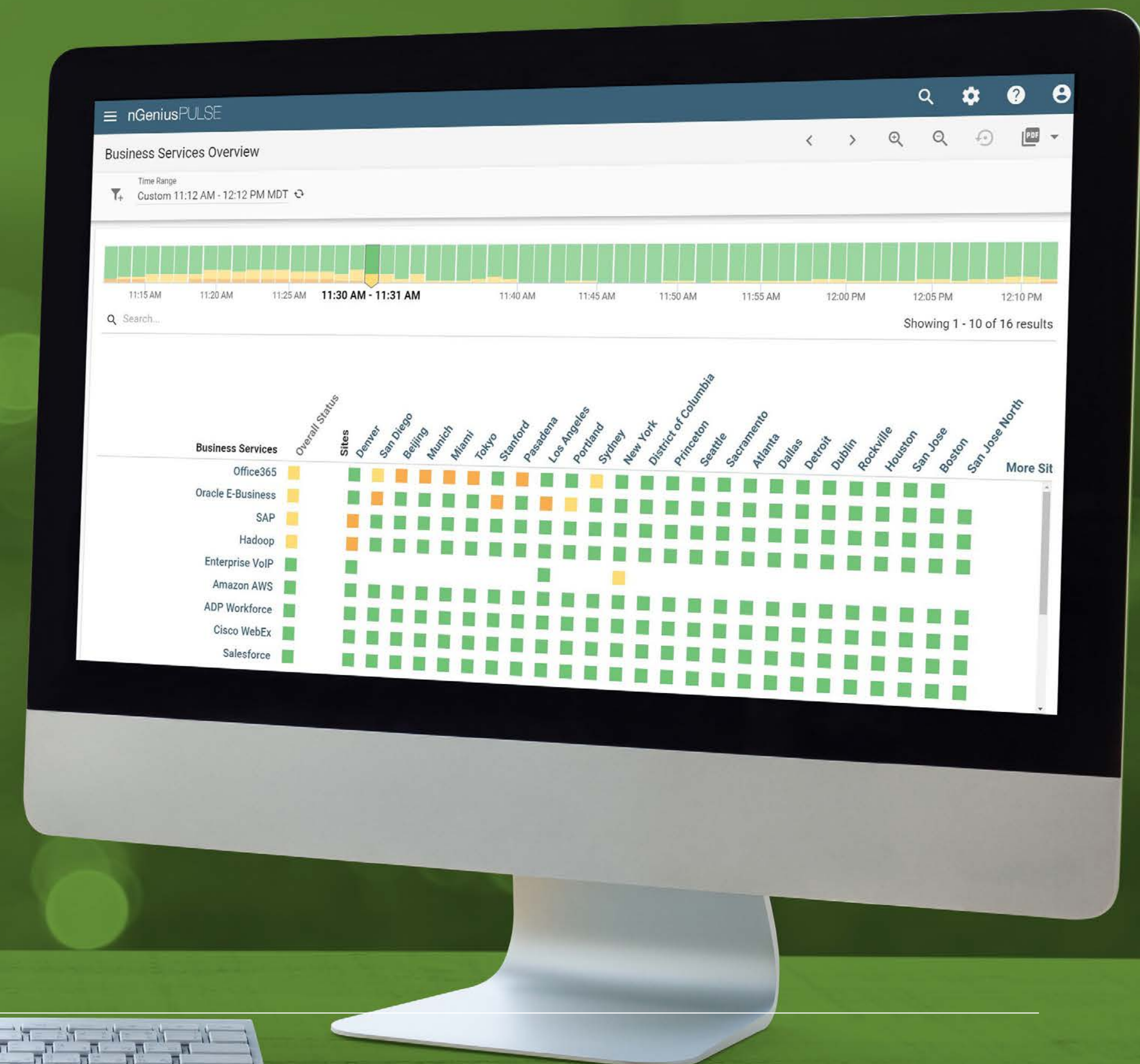
How Do We Start Troubleshooting?


- Does issue impact single user, multiple users in a region, or all users?
- Is fault with home network, VPN or VPN node, ISP or Service Provider, or with the application?

Solution

Determine scope of an issue and isolate fault.

nGeniusPULSE Business Service Overview Dashboard – Red/Yellow/Green status by Service and Location. Drill down to test results



A man in a dark suit stands with his back to the camera on a rooftop, looking out over a sprawling city skyline at dusk. The sky is a mix of deep blue and orange, with scattered clouds. The city below is densely packed with buildings, many of which are illuminated with lights. Several prominent skyscrapers are visible, including one with a distinctive pointed top. The overall atmosphere is one of a high-level, strategic perspective.

NETSCOUT's nGeniusPULSE Helps You Answer All of These Questions and More.



You gain visibility into the user's experience by simulating user actions from each location using virtual IT agents – called nPoints. The nPoints automatically and continuously collect IT performance information regarding the user's access to key business and network services. This perspective allows you to know whether the user is having connectivity issues and provides key information needed to solve issues quickly.

nGeniusPULSE is designed to provide insight into performance of any web-based application or service, including SaaS, VoIP services, and on-premise custom applications, no matter how they are deployed: public cloud, private cloud, on-premise, or in a hybrid environment; and no matter where, or how they are accessed: on a wired or Wi-Fi connection.



See how nGeniusPULSE can help you get answers and support your work-from-home and other remote users.

Visit: <https://www.netscout.com/product/ngeniuspulse>

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