

10

Essential Use Cases for Employee Experience Monitoring



ADVANCING EMPLOYEE EXPERIENCE IN THE DIGITAL WORKPLACE

Today's digital workplace includes SaaS apps, remote workers, and a digitally native workforce with high expectations for performance. IT departments are faced with new challenges to effectively manage digital applications and deliver powerful digital employee experiences. Catchpoint provides digital experience monitoring for the enterprise. Use a combination of synthetic, network, and endpoint monitoring capabilities to measure, visualize, and proactively remediate outages and slowdowns of the critical business apps your workforce relies on. Deliver a world-class digital employee experience, hold SaaS and other service providers accountable to SLAs, and maximize workforce productivity with Catchpoint.

This handbook covers 10 common digital employee experience monitoring use cases. Choose which ones will help your organization tackle its business challenges:

USE CASES FOR EVERY ORGANIZATION

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#1

Proactively monitor and troubleshoot SaaS and other employee-facing app problems from the perspective of the employee's device

Can you proactively monitor SaaS applications so you can act as soon as performance issues emerge?

Are you proactively monitoring all employee facing apps that you own from the perspective of the user?

Do you have visibility into the network that is used to deliver cloud and SaaS apps to your employees?

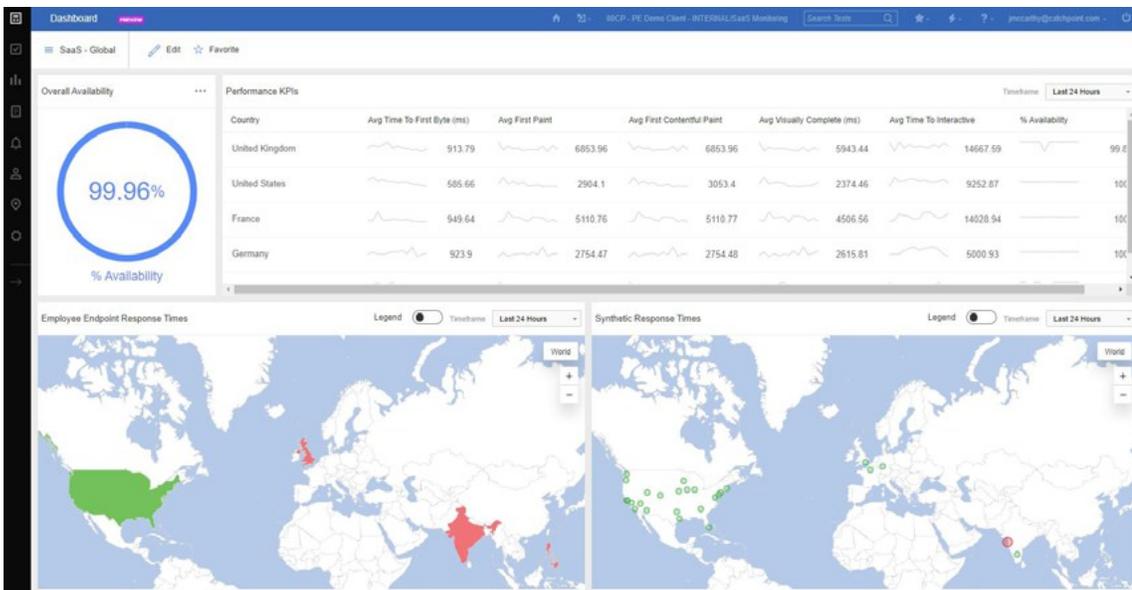
When employees complain of slow apps, can you pinpoint the source of the problem?

WHY IT MATTERS

Without effective monitoring tools for critical business apps like Office 365, IT is left blind when something goes wrong. You can't instrument an app you don't control, but you still need a way to instantly catch SaaS outages and slowdowns – from the perspective of your employees – before they impact productivity. Migrating to SaaS applications without sufficient visibility can lead to increased help desk costs, loss of productivity, and business process impacts.

KEY BENEFITS

- Reduce or eliminate outages that disrupt employee productivity
- Gain proactive insights reducing or preventing desktop support team tickets and escalations
- Baseline and benchmark SaaS application performance to hold providers accountable
- Track service level agreement (SLA) violations from your service providers



See overall end user SaaS availability, proactive response times, and Global Heat Chart.



CATCHPOINT SOLUTION

With Catchpoint, you gain visibility into all the dependencies involved in SaaS, cloud, or data center app delivery to accelerate issue resolution and ensure an exceptional user experience for employees. Rather than reacting to employee complaints or service ticket escalations, monitor proactively to stay ahead of issues and resolve them faster. Catchpoint's synthetic tests simulate end user transactions and continuously test common user workflows to uncover potential issues, enabling you to fix them before users notice.

HOW IT WORKS

- Catchpoint provides real-time insights and historical data of users' experience of SaaS, cloud, and internally-hosted applications (i.e. both HTTP and non-HTTP) with comprehensive visibility into underlying services from internal LAN, WAN, and external Internet networks, to APIs and security services.
- Gain an immediate baseline performance report of employee experience, underlying services, infrastructure, and applications by leveraging Catchpoint's largest and most distributed public monitoring network in the world, comprised of 825 global locations.
- Proactively pinpoint problems by monitoring user experience, application performance, and reachability from wherever your employees are located while monitoring application availability using Catchpoint's Enterprise nodes, Endpoint monitors on employee devices, and your infrastructure.
- Receive immediate notifications with detailed analysis when a problem occurs, allowing you to quickly resolve issues and work with external providers to restore reliable service.
- Get proactive alerts about service disruptions using Catchpoint's active monitoring, combined with real-user experience insights from every employee's device and browser.



“Many parts of Autodesk’s business – from customer support to operations – rely upon SaaS applications like Salesforce.com for important functions. Catchpoint’s SaaS monitoring and alerting help the IT team keep our lines of business up and running.”

—Samy Senthivel,

Manager of Enterprise App Performance and Automation

#2

Proactively monitor and troubleshoot employee device problems that impact user experience and productivity

How distributed are your employees?

What percentage of your workforce is in home office locations?

How mobile is your workforce?

Can you isolate problems to your employee's device, network, or application?

WHY IT MATTERS

Enterprise IT teams relying on traditional monitoring solutions can find themselves blind to what employees are actually experiencing as they use the full range of business-critical applications on multiple devices. You can only accurately measure employee experience by monitoring performance from the vantage point of the user's device, not from the perspective of the network, the application, or the infrastructure.

CATCHPOINT SOLUTION

With Catchpoint you get a complete view of end user experience and device metrics correlated to that experience – for the applications, networks, and devices the enterprise workforce relies on.

KEY BENEFITS

- Monitor and map employee experience across all locations, regions, and departments
- Quickly establish if the problem is with the employee device, the underlying network, or the application
- Ensure that employee devices are properly provisioned for optimal performance



HOW IT WORKS

- Get comprehensive visibility of the exact experience team members encounter by combining a browser extension with a lightweight application that runs in the background of an employee's workstation.
- Gain the telemetry you need to proactively baseline, monitor, analyze, and troubleshoot your employees' experiences – what is it now, and how is it trending over time in every office location, geography, and department.
- Stay ahead of disruptions with detailed alerts on metrics from your entire app delivery chain, irrespective of where the app is hosted—from device and local networks to Internet and applications.

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“With Endpoint Monitoring, we can quickly identify when an issue is happening with a remote application, our network, or if it is due to a problem on the employee's device. We have all the information we need without having to coordinate troubleshooting and diagnostics with the employee, which can take hours of multiple team members' time.”

—Fortune 500 Consumer Goods Producer

#3

Get the data to hold third-party providers accountable for poor service performance and SLA violations

Does your monitoring strategy support the ability to monitor SaaS providers' SLAs?

Do you have accurate and reliable data to hold providers accountable when violations occur?

WHY IT MATTERS

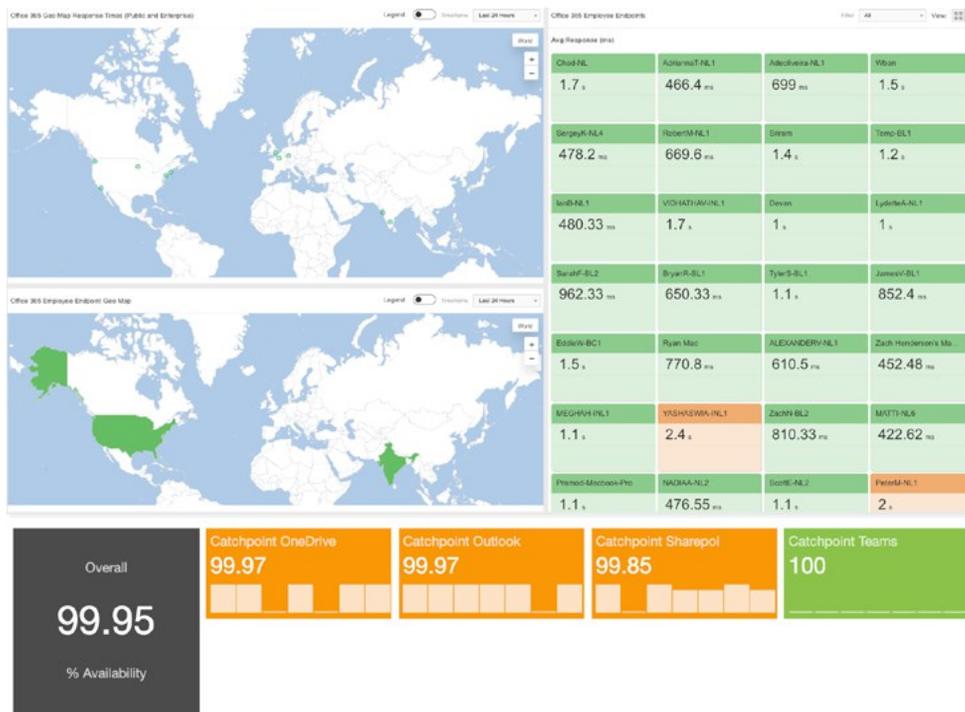
With SaaS app suites like Office 365, IT is in a tough spot. The business holds you responsible for the performance of the apps even though you don't control the infrastructure on which they run. How can you hold your SaaS providers accountable to the SLAs they have committed to?

CATCHPOINT SOLUTION

With objective, reliable, and accurate data, hold SaaS providers accountable for the SLA violations impacting your workforce's productivity and satisfaction.

KEY BENEFITS

- Recoup the costs of SLA violations
- Quickly determine the root cause of poor performance to avoid finger pointing between your internal teams and your providers
- Improve accountability of SaaS providers with the right data



See global SaaS app performance and SLA violations.



HOW IT WORKS

- Share detailed, root-cause analysis with providers to aid their MTTR and track SLAs.
- Get three years of historical data that gives insight into the impact of changes to your or the vendor's infrastructure.
- Mitigate, resolve, and prevent disruptions to service that affect productivity with real-time and historic data about SaaS application performance at global, local, and individual levels.

“

“Some of our SaaS providers issue reports on how they are performing in relation to SLAs, but verifying this with our own monitoring increases our confidence in the level of performance being received.”

—Fortune 100 Technology and Manufacturing Company

#4

Monitor network, infrastructure and third-party services that impact employee experience from remote locations, branch offices, and data centers

Do you have insight into how problems from the networks and infrastructure you don't control (e.g. internet, DNS, CDN) impact the employee experience?

Do you have visibility into problems users are experiencing from any location including branch offices, home locations, and while employees are mobile?

Are you able to proactively diagnose networking issues in real time and before the user experience is impacted?

WHY IT MATTERS

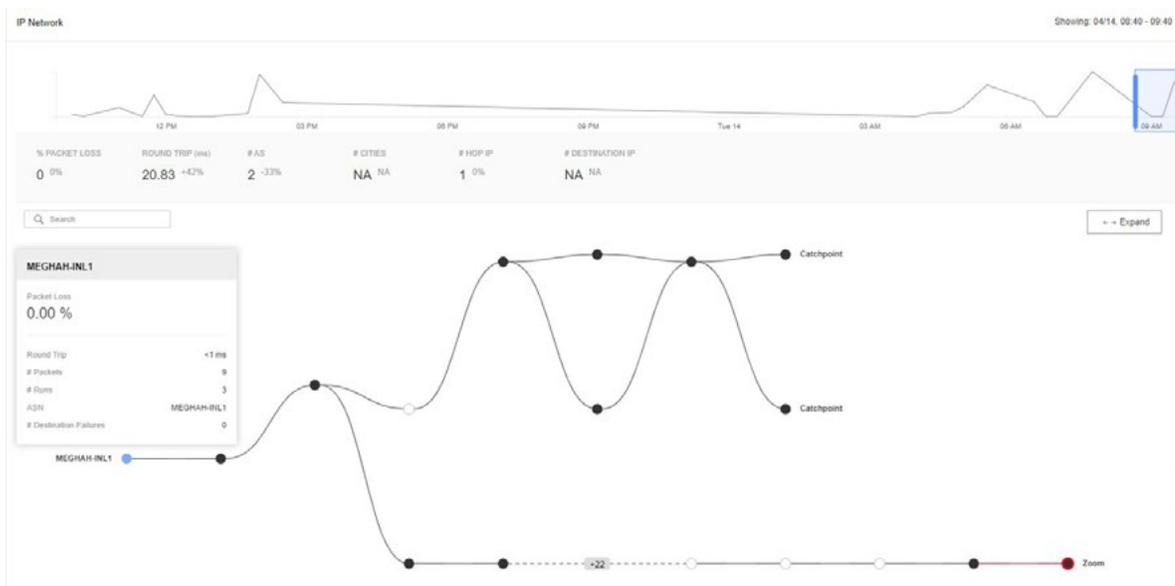
If you rely on standard internet network services for delivering apps and services to your workforce, you need detailed visibility of those network services and user-to-service network continuity visualization to troubleshoot and escalate quickly when issues arise.

CATCHPOINT SOLUTION

With Catchpoint, get an end-to-end visualization of connectivity from the end user's device to the server, and diagnose network related issues with accuracy.

KEY BENEFITS

- Proactively detect network-related issues that impact employee experience and identify root causes quickly for every employee in any location
- Eliminate finger pointing between application, network, and infrastructure teams
- Troubleshoot network problems accurately and quickly



See IP Network and Traceroute information per employee's device.



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“Catchpoint provides visibility into the entire application service delivery chain for SaaS performance management, providing us deep insights into our own network and external dependencies so we can quickly pinpoint issues and get to the root cause.”

—Global IT Leader

HOW IT WORKS

- Troubleshoot network issues accurately and quickly with path and route visualizations that highlight faulty interfaces and links in any network, leading to the root cause faster.
- Isolate problems to the user device, application, or the network.
- Monitor the interactions between the app and the network, including error rates and response times for HTTP requests to quickly resolve problems.
- Use real-time analytics from Catchpoint’s public monitoring network to instantly detect network, service, and infrastructure problems from global locations.
- Use enterprise nodes in office locations and Endpoint monitors for remote or mobile workers to monitor and test the reliability of the network and infrastructure. Baseline performance, triage, and isolate fault accordingly (e.g. does the problem lie with last mile ISP, the CDN, the DNS, cloud provider, or backbone ISP?).

#5

Monitor and measure the impact of change on employee experience and satisfaction

Can you accurately measure the impact of change such as a new application, SaaS vendor, Service Provider or Operating System on employee experience and productivity?

Can you seamlessly handle change management and deliver migration projects smoothly with a complete span of control and visibility?

Are you able to measure the ROI of IT investments that drive continuous improvement of workforce productivity and positive business outcomes?

WHY IT MATTERS

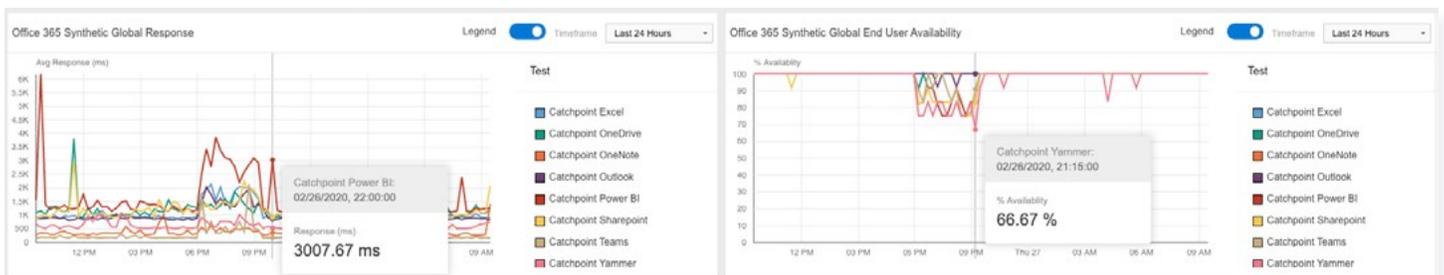
Change is constant in the enterprise. With Catchpoint, IT can measure the impact on employee experience and seamlessly handle change management, delivering migration projects smoothly with complete span of control and visibility.

CATCHPOINT SOLUTION

Catchpoint gathers the information you need to manage your IT change management projects and presents it in a simple format, providing visibility into the impact of change and giving you the data to back it up to better inform IT investment.

KEY BENEFITS

- Baseline user experience and digital performance before and after a change, allowing you to calculate the ROI and the impact of key transformation investments on employee productivity and satisfaction
- Gain complete control over change management
- Better plan, manage, and execute a migration
- Track and monitor migrations in real time to easily understand business impact and measure employee experience



Have access to a dashboard that gives you pre- and post-change visibility.



HOW IT WORKS

- Gain complete pre- and post-change visibility with Catchpoint's Endpoint Monitoring Overview Dashboard to inform quick decisions.
- Monitor employee migration status (migrated, not migrated, or failed) using Catchpoint's Custom Dashboards.
- Validate that no major issues have been introduced and that your new environment is running smoothly using real-time alerts delivered via email and API/Webhook.
- On a day-to-day basis, check which end users are ready and when will be the best time for them to migrate using Smartboards.

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“For complex workplace projects such as a Windows 10 Migration, Catchpoint provides an excellent tool for IT to check the existing infrastructure for compatibility, and at the same time show the progress of the project.”

— Fortune 100 Healthcare Company

#6

Empower employees to work remotely and solve their own problems



Does your corporate IT team have the tools and resources to manage the needs of your remote employees?

Are you able to track the user experience and digital performance of employees on the move and verify service outages and complaints?

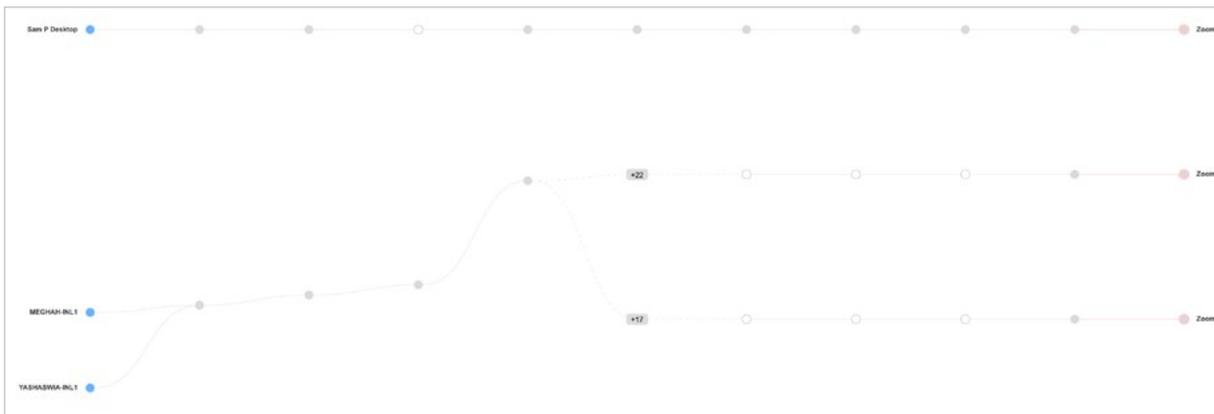
With an increased volume of remote workers accessing applications via home networks, WiFi and VPN, is there an increase in the number of calls to the service desk? Does this result in delays in solving problems employees are faced with, and how does this affect productivity?

KEY BENEFITS

- Maintain productivity for remote workers at scale
- Enable self-help
- Remediate incidents faster
- Reduce dependence on overwhelmed IT teams
- Reduce workload of IT teams

WHY IT MATTERS

Many businesses rely on a mobile workforce that is always on the move. They access applications from different locations, using a variety of network access. Increasingly, many companies are promoting and encouraging remote work creating enormous challenges for both IT and employees. The growth in mobile and remote workers places an unprecedented pressure on Corporate IT and network teams to manage employee productivity. Issues impacting employee productivity in a remote environment, with increased dependence on the Internet can introduce performance volatility and impact productivity.



See employees' experiencing performance problems.



“With Catchpoint problem identification some common problems can even be resolved without our employees even calling in to the Service Desk.”

— National Insurance Company

CATCHPOINT SOLUTION

Catchpoint enables end users to proactively solve their own IT problems before filing a trouble ticket to corporate IT. IT staff wins the support of end users when they empower them with the ability to quickly resolve their own issues so neither the employees nor IT resources are impacted to get back to their desired state.

HOW IT WORKS

- With Catchpoint, detect problems-in-progress like wifi and connectivity issues and provide solutions on-demand directly to employees before they file tickets.
- Employee can determine if bandwidth capacity is too low using Catchpoint and take action to upgrade their internet or reduce non-essential utilization during working hours.
- If the source of the problem is the employee’s workstation, the employee might be able to solve it on their own. For example, it may be determined that a software update may help the problem. If the employee does not have the ability to resolve the problem themselves, they will have data from Catchpoint that IT teams they can use to reduce time in addressing the concern.

#7 IT Management

Transform the IT experience of employees

When critical business SaaS apps are down or slow, does it impact employee productivity?

Does your staff have the tools needed to manage infrastructure they don't own or control?

Are you wasting resources trying to determine the source of problems?
Do you have comprehensive data needed to hold SaaS providers accountable to meeting expected performance levels written in their SLAs?

WHY IT MATTERS

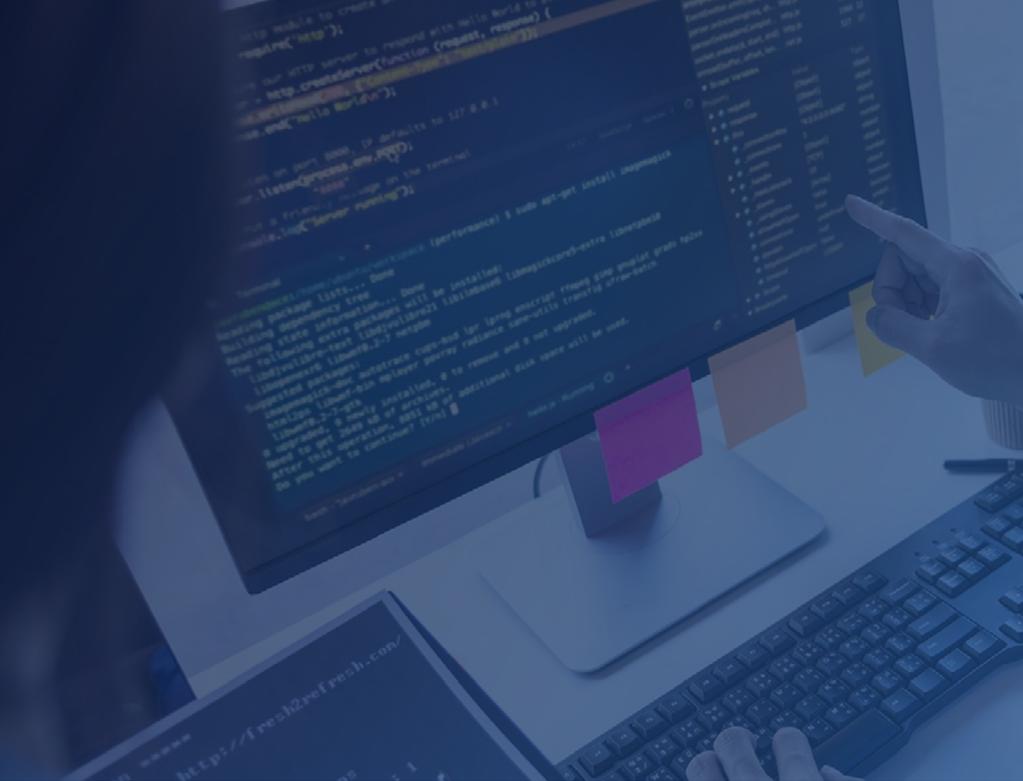
Today, people increasingly expect to have the same quality of digital experience and performance in the workplace they have as consumers. An organization's workforce is central to its ability to deliver its objectives. Without a more strategic approach to digital employee experience, the broader digital transformation objectives cannot be achieved.

KEY BENEFITS

- Discover issues before they impact employee satisfaction and productivity
- Gain complete control over change management
- Ensure your provider is meeting its committed performance levels
- Have the right data and visibility to quickly isolate and address the source of the problem



See global SaaS app performance and SLA violations.



CATCHPOINT SOLUTION

Catchpoint enables you to proactively resolve IT issues by you giving insights into your entire employee digital experience. The Catchpoint platform is built specifically to monitor and improve employee experience and the performance of the applications, networks, and infrastructure that are used by your workforce daily.

HOW IT WORKS

- With data from all areas of your environment and the insights to isolate the source of performance degradation – employee device, network, or SaaS vendor – quickly escalate to the right team faster resolution.
- Gain the telemetry you need to proactively benchmark, monitor, analyze, and troubleshoot your employees' experience – what is it now, and how is it trending over time in every office location, geography, and department.
- Use Catchpoint telemetry to understand more about what gets used in your environment – endpoints, software, networks – and how often. Armed with real data you can help direct your IT spend as well as redirect assets to maximize business return on IT investment.
- Arm your teams with accurate data from Catchpoint that provides the evidence they need to escalate the issue to the appropriate service provider and hold them accountable to their SLAs.



“As businesses adopt commercial cloud stacks to run applications, I&O leaders are becoming blindsided because of the lack of control and visibility this creates. This is especially the case with SaaS applications, where monitoring teams have no visibility into the infrastructure layer and cannot instrument the application”

— Gartner, Market Guide for Digital Experience Monitoring, 5 September 2019, Federico De Silva, Sanjit Ganguli, Charley Rich

#8 IT Operations

Proactively identify and resolve problems before employees file tickets

Does your team get stuck finger pointing and in an endless search for answers to complaints reported by employees?

Can you proactively detect issues in their early stages instead of after they've been reported by end users and already impacted employee experience?

Are you able to collect experience data from your employees' devices?

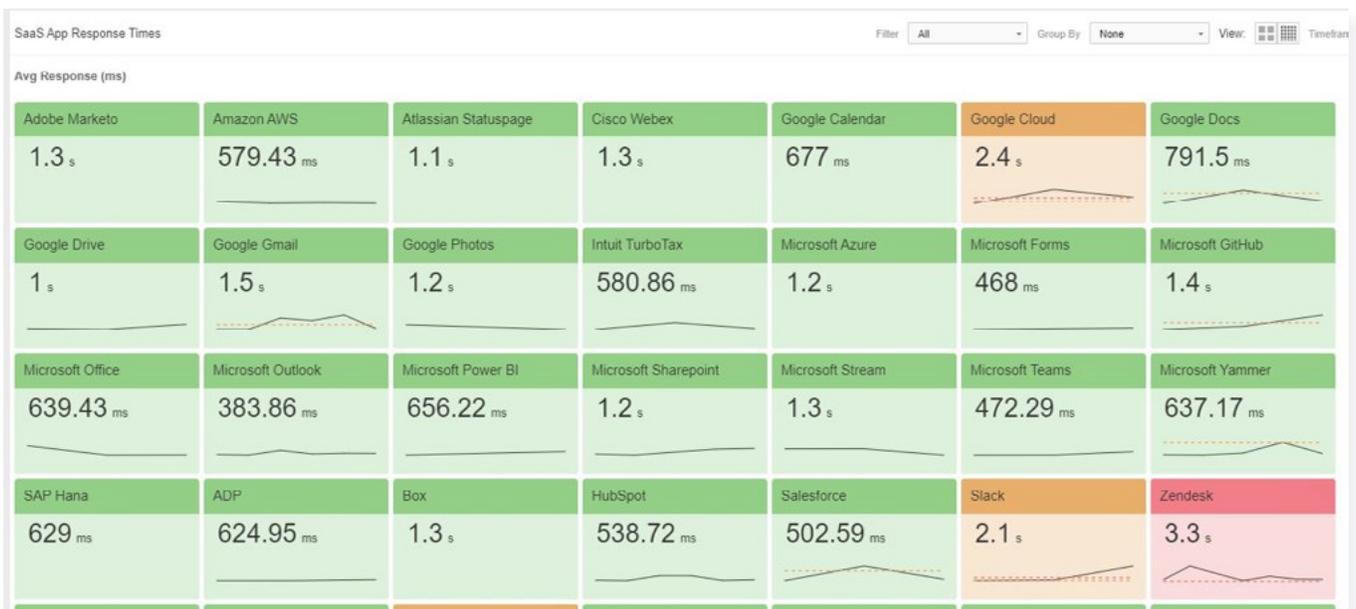
How do you measure the impact of environment changes on employee productivity and satisfaction?

KEY BENEFITS

- Isolate problems to the application, network, or user device
- Visibility and insight for proactive IT
- Reduce MTTR
- Eliminate finger pointing

WHY IT MATTERS

Preventing problems from impacting employees is a priority for all IT organizations. Environments are becoming increasingly complex and IT teams need a solid handle on issues that are happening in real time, that have happened, or could happen in the future.



See how critical SaaS applications are performing. From this view, you can click into troubleshooting mode on any application.

CATCHPOINT SOLUTION

Catchpoint enables you to proactively resolve IT issues by you giving insights into your entire employee digital experience. The Catchpoint platform is built specifically to monitor and improve employee experience and the performance of applications, networks, and infrastructure that are used by your workforce daily.

HOW IT WORKS

- Catchpoint gathers data from all areas of your environment and gives you accurate insights to quickly identify the problem and isolate the root cause.
- Pinpoint issues affecting availability, performance, reliability, and reachability of all employee apps and services by monitoring from everywhere using Catchpoint's Enterprise nodes for all your office locations, Endpoint monitors for all remote and mobile employee devices, and Catchpoint's global public node network. This enables monitoring all pertinent internet services and infrastructure used to deliver apps and service to employees.
- Receive immediate alerts with detailed insights when a problem occurs, allowing your IT team to resolve issues within your environment and escalate to the provider in order to restore reliable service.



“Catchpoint helps us improve efficiency and productivity, enabling us to resolve issues faster and provide a more proactive level of support.”

— National Insurance Company

#9 Desktop support/ End User Services

Get visibility into device performance and its impact on employee experience



Staying up late dealing with mounting cases of employee reported problems?

Do you have the data allowing you to identify and troubleshoot problems with SaaS apps, network connectivity, and employee devices?

WHY IT MATTERS

Desktop support teams relying on traditional monitoring solutions are blind to what their workforce users are experiencing as they use the full range of business-critical applications on their devices. You can only accurately measure employee experience by monitoring performance from the vantage point of the user's device, not from the perspective of the network, the application, or the infrastructure.

CATCHPOINT SOLUTION

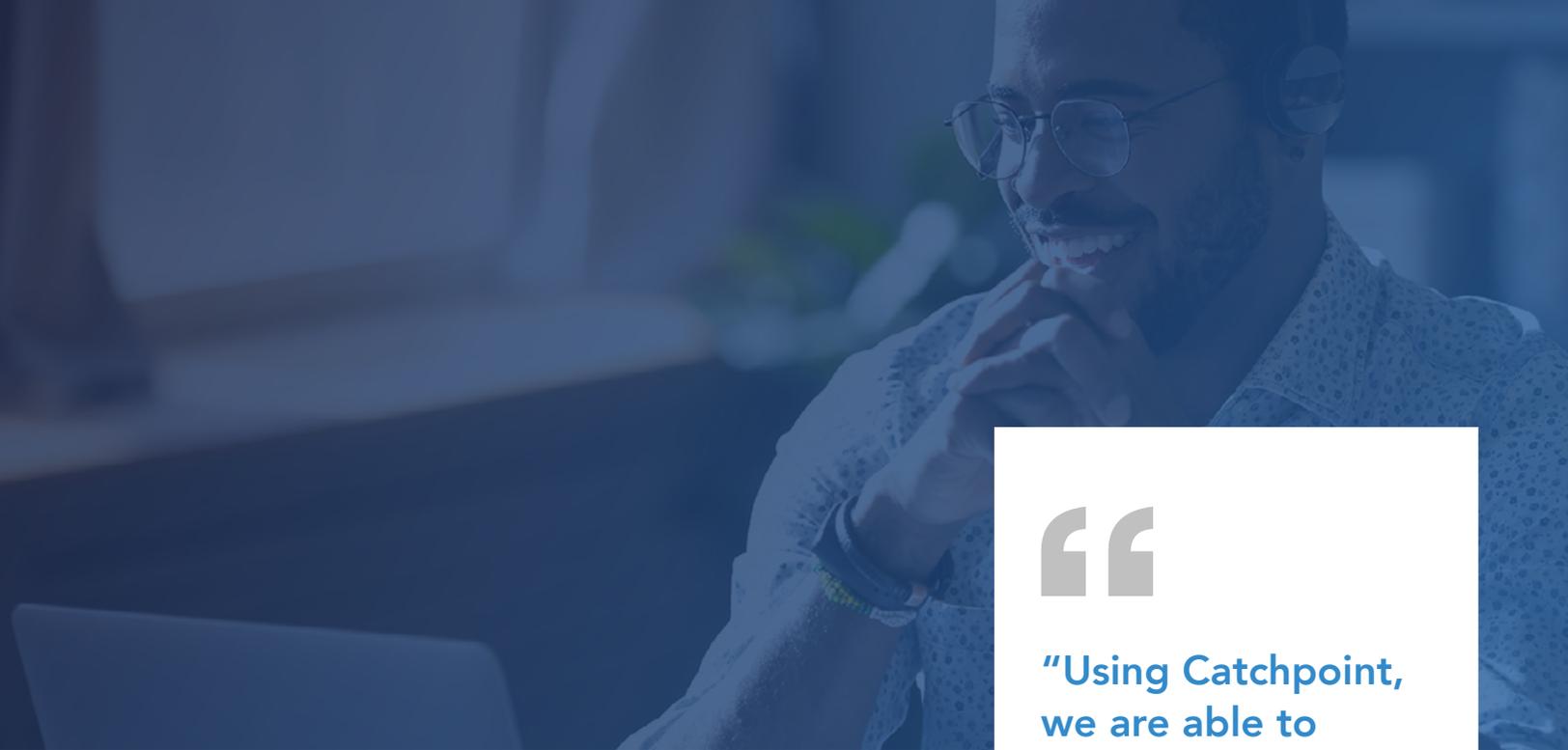
With Catchpoint you get a complete picture of the end-user experience by measuring and monitoring the performance of the user devices, applications, networks and infrastructure the enterprise workforce relies on.

KEY BENEFITS

- Accurate and fast troubleshooting
- Reduced MTTR
- Establish credibility of the end-user services team in its ability to resolve issues quickly

Name Pramod-Macbook-Pro	Status Active	# Employee Apps 5	# Locations 1
CPU Utilization 17.3 % 	Memory Utilization 47.25 % 	Wifi Signal Strength(dBm) 53.8 	Wifi Signal Quality 21.14 % 

See device performance.



“

“Using Catchpoint, we are able to visualize the impact of device health on our employees’ application experience.”

—National Insurance Company

HOW IT WORKS

- Gain deep, comprehensive visibility of the exact experience team members encounter by combining a browser extension with a lightweight application that runs in the background of an employee’s workstation.
- Get the telemetry you need to proactively baseline, monitor, analyze, and troubleshoot your employees’ experience – what is it now, how is it trending over time, in every office location, geography, and department.
- Stay ahead of disruptions with detailed alerts on metrics from your entire delivery chain—from device and local networks to internet and applications.
- Share detailed, root-cause analysis with vendors to aid their MTTR and track SLAs.
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#10 DevOps

Deliver new features faster without comprising user experience, app performance, availability, reachability, and reliability

Are you able to identify and resolve app issues in production?

Can you identify problems and root causes proactively to prevent outages and downtime?

Are you currently testing your apps in staging before you rollout them in production?

WHY IT MATTERS

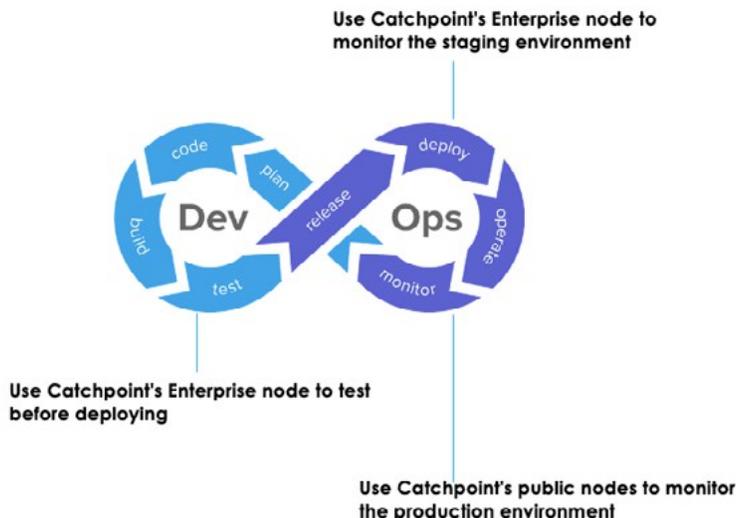
The monitoring strategy you apply to your live environment can be leveraged in development to pick up problems before they make their way into production.

CATCHPOINT SOLUTION

With Catchpoint, your DevOps team can test the application rollout end-to-end from the time of the build to deploying in production.

KEY BENEFITS

- Proactively get notified about breakdowns in production and identify bottlenecks
- Identify issues in the development environment before they are rolled out in production
- Understand application performance across different office locations and what can be done to improve
- Baseline performance across different rollouts





HOW IT WORKS

- Use Catchpoint's integrations with CI/CD environments such as Jenkins, Chef, and Ansible to test deployments end-to-end.
- Compare performance and reliability across different releases with release tags.
- Use custom alert triggers and thresholds based on performance and reliability, and integrate with your ticket platform such as Pager Duty, OpsGenie, etc.,.
- With the Catchpoint platform, you get visibility across different layers of applications; e.g. Is it the DNS, code, third-party tags, etc.?

“

“Using Catchpoint’s monitoring test data as part of the acceptance criteria for new developments ensures that production behavior will meet employee experience objectives.”

—Fortune 500 Financial Services Leader



Because the experience is the **point**.

Catchpoint is the enterprise-proven Digital Experience Observability industry leader, empowering teams to confidently own the end-user experience. We provide unparalleled visibility and insight into every critical system that collectively produces and delivers digital experiences to customers and employees. Business leaders like Google, L'Oréal, Verizon, Oracle, Equinix, Honeywell, and Priceline trust Catchpoint to proactively and rapidly detect and repair problems before they impact users. With the largest observability network, broadest capabilities, and highest data quality in the industry, Catchpoint is the ally you need to deliver on the unrelenting user experience expectations of today and tomorrow.

Learn more at www.catchpoint.com