

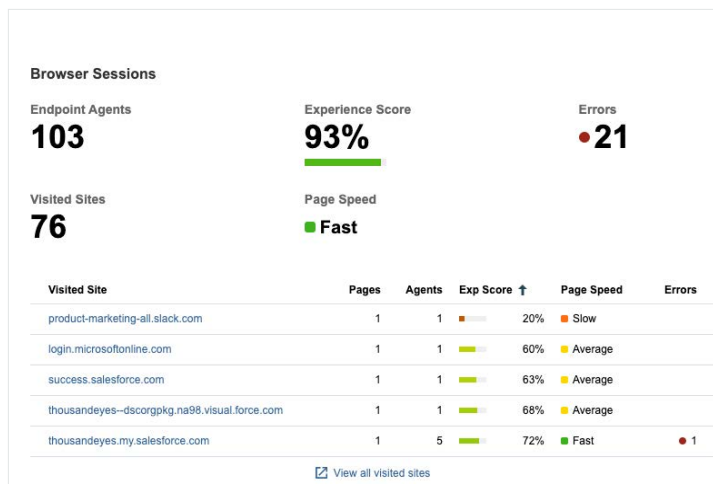
End User Monitoring

Product Brief

Service assurance for a hybrid workforce

ThousandEyes End User Monitoring delivers both on-demand and automated visibility, as well as browser-based real user monitoring of each employee's digital experience. ThousandEyes monitors the employee experience with critical business applications, whether they are using VPNs, unified communications as a service (UcaaS) or call center applications, or software as a service (SaaS) and cloud services.

Combining user experience monitoring with end-to-end monitoring of underlying wireless LAN, WAN, VPN, Internet connectivity, and system health, ThousandEyes empowers IT teams to fully support a distributed, hybrid workforce, facilitating quick fault isolation and service ownership for remediation. ThousandEyes End User Monitoring provides a full understanding of the application experience and corresponding network experience, enabling greater operational efficiency in triaging performance problems while maintaining employee productivity.



Automated dynamic monitoring for today's business applications

ThousandEyes End User Monitoring provides ITOps teams with the necessary insights and data to confidently deploy critical digital transformation projects, such as supporting a hybrid workforce or SaaS migration.

ThousandEyes Endpoint Agent is a lightweight service installed on end user laptops and desktops that monitors IT-specified business applications for seamless troubleshooting and proactive issue identification. The Endpoint Agent is tied to a user device (so it goes where the user goes), enabling IT teams to better support a distributed workforce.

ThousandEyes can automatically and dynamically monitor user interactions with predefined business applications by automatically collecting detailed session data. This enables you to quickly pinpoint and resolve problems with collaboration and UCaaS applications, such as Webex® by Cisco, internal business applications, or web and SaaS services.

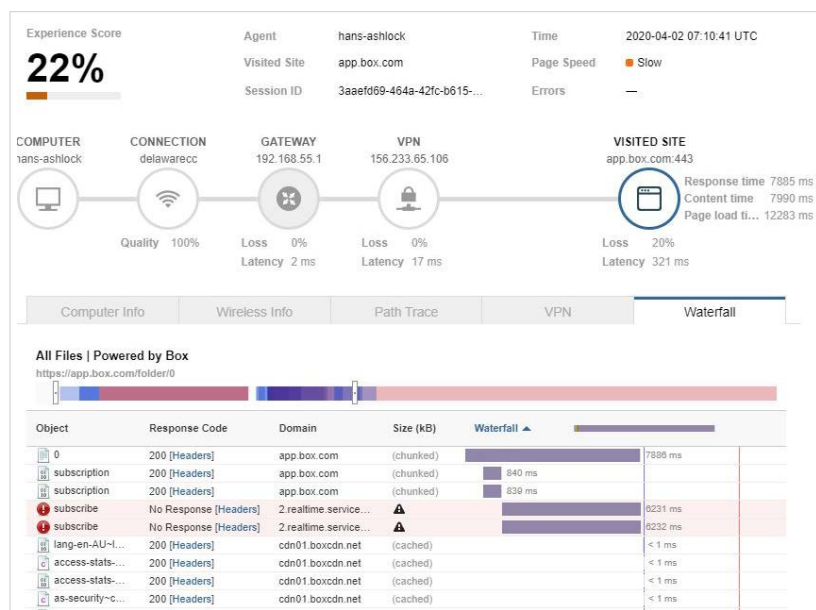


Ensure remote employees enjoy flawless app performance

Designed to fit seamlessly into service management processes, ThousandEyes End User Monitoring offers an intuitive dashboard, robust and configurable alerting, actionable heuristics, detailed reporting, and integration with IT Service Management (ITSM) and workforce platforms. ThousandEyes provides the modern service desk with the necessary tools and digital experience monitoring to support today's hybrid workforce, wherever they may be.

ThousandEyes enables IT teams to monitor page load times, analyze waterfall charts identifying slow-loading components, measure performance of dynamic collaboration apps such as Webex, and measure page load speed for browser sessions initiated by the user. ThousandEyes provides user experience scores for both internal and business apps, such as Salesforce and Microsoft 365. In addition, you can correlate application performance to underlying network metrics and path visualization, expediting the diagnoses of the root cause of issues.

- Establish baseline application and network performance for your in-office and remote workforce, viewable via ThousandEyes' intuitive dashboard
- Quickly notify IT teams when performance issues are observed at the employee's Wi-Fi network, VPN connectivity, ISP performance or the application
- Leverage a historical timeline to identify what triggered an incident of poor performance



End-to-end performance insights for any network

Designed for the distributed workforce, ThousandEyes End User Monitoring collects network diagnostic metrics across each worker's end-to-end environment, including the last mile, to provide deep visibility into network paths and performance metrics, such as loss, latency and jitter.

ThousandEyes' patented Path Visualization provides a hop-by-hop view of the underlying network, comprehensively covering Wi-Fi connectivity, VPN connectivity, broadband ISP networks, the corporate WAN and SaaS provider networks.

79+ browser plug-ins are supported on Windows 7+ and Mac OS X 10.9+.



Monitor and proactively receive alerts on the performance of Wi-Fi networks and access points—from signal quality to throughput and retransmission rate



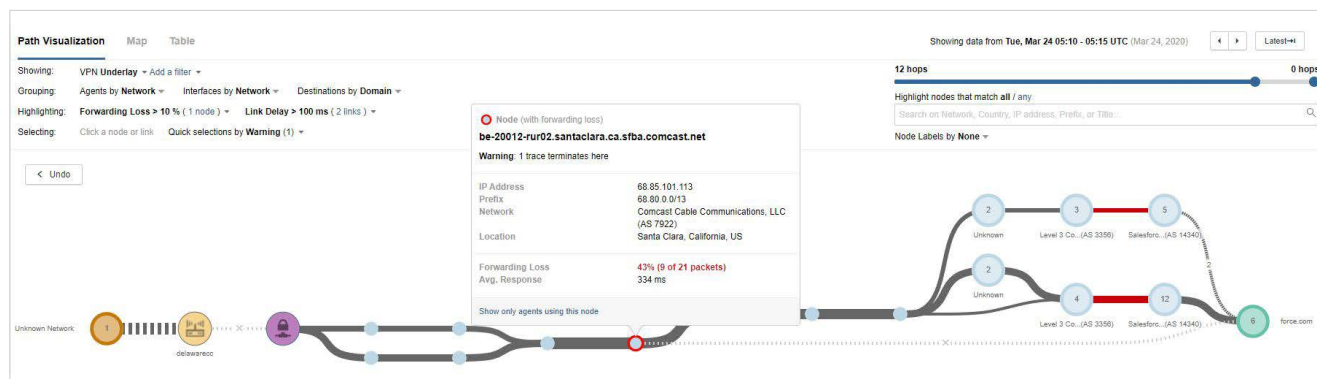
Identify whether an overloaded user device is contributing to performance issues through device metrics, including CPU and memory



Identify whether a lossy VPN endpoint, network gateway or high DNS resolution is hampering remote users' productivity

Monitor end user performance through VPN and secure edge

ThousandEyes can quickly isolate performance problems across network security frameworks, including virtual private network (VPN) and cloud-delivered security and secure edge services.



ThousandEyes equips support teams with the visibility needed to support the modern workforce, wherever they are located and whether they are utilizing traditional VPNs or traversing Secure Access Service Edge (SASE) security solutions.

- Intuitive end-to-end path visualization and visibility of network and VPN nodes and metrics
- Full monitoring support for Cisco AnyConnect®
- Automatic VPN vendor detection and end-to-end performance and path monitoring
- VPN underlay and overlay network path discovery and headend monitoring
- Rapid detection of issues that could be impacting performance, such as a lossy node within an otherwise obscured underlay network
- Detection of suboptimal VPN connectivity and split-tunnel misconfigurations that can adversely affect the user experience

Ease of deployment and scalability

ThousandEyes End User Monitoring leverages user vantage points called Endpoint Agents, which require minimal operational overhead to deploy and manage. Confidently deploy ThousandEyes Endpoint Agents at scale through managed IT software tools on Windows and Mac devices.

The system service is deployable via standard Cisco Media Services Interface (MSI) and PKG installers with auto-registration. Chrome 41+, IE 11+ and Microsoft Edge 79+ browser plug-ins are supported on Windows 8+ and Mac OS X 10.9+.



Maintain user privacy by monitoring only IT-defined services and domains from specified networks



Configure role-based access to control what administrators can see



Deploy proactive, always-on monitoring and on-demand monitoring for ad hoc troubleshooting



Lightweight software using typically less than 1% CPU and less than 50 MB memory