

# End User Experience Monitoring A Swish Solution Offering

## Legacy Monitoring

Legacy monitoring leaves an enormous visibility gap: what your end users are actually experiencing. Traditional tools try to derive end user experience by eliminating other problems such as network or infrastructure issues. When tools are indicating everything is fine, but end users are still experiencing problems, End User Experience Monitoring (EUEM) fills the vital monitoring gap.

Not only is EUEM critical in ensuring continuity of business-critical operations in a modern enterprise, it is rapidly becoming the first point of reference in all tiers of troubleshooting. Many departments have too many tools, overlapping functions, and not enough answers. Aternity provides rapid, meaningful insights into the performance of your business-critical applications.

## EUEM: Straight to the Answer

Aternity delivers faster insight into the actionable information that enables agency IT teams to keep up. Unlike management products that address performance and availability of a portion of the IT infrastructure, Aternity monitors the end user experience of any mission-critical application from the perspective of the end user's device. This directly addresses a broad set of IT Service Management challenges for the entire IT organization, including:

- ▶ Reduced MTTR
- ▶ Performance validation of cloud, VDI, Office 365, SaaS, or any other IT initiatives
- ▶ Proactive approach to all future troubleshooting

**Gartner**  
5% of global enterprises have strategically implemented EUEM technologies or services

**IDC**  
Analyze the Future  
60% of digital initiatives will not scale due to a lack of a strategic architecture

### Payback Period 6-12 Months

48% of surveyed customers confirmed the payback period for their investment with Aternity to be 6-12 months.

TechValidate Digital Experience Management Survey  
<https://www.techvalidate.com/portals/riverbed-digital-experience-management?collection=aternity-techfacts>

## The Swish EUEM Solution

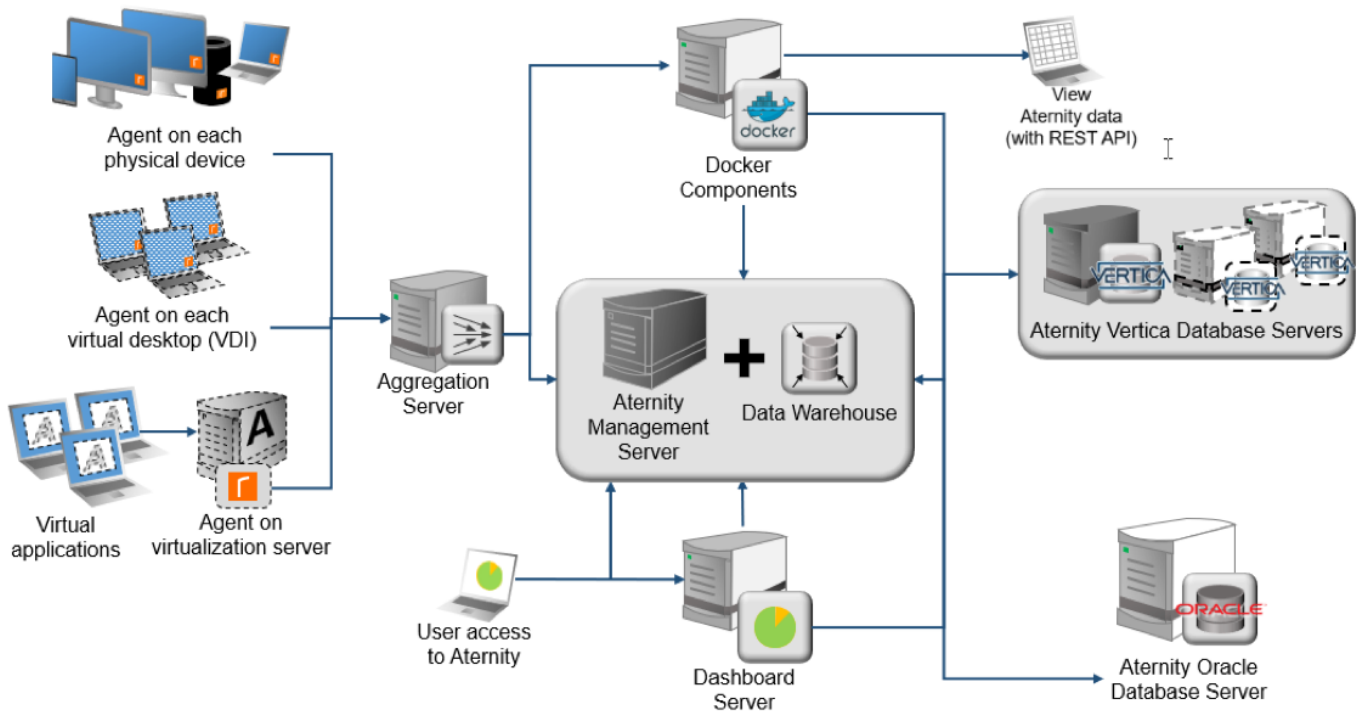
Swish uses Aternity to transform your user devices into enterprise wide health sensors. While the answers gleaned from EUEM are simple and actionable, the process of getting there is definitely not. Gartner believes that most enterprise EUEM solutions are 3-5 years away from being implemented, due to their complexity, the need to update skill sets, and the adaptation of new business processes. Swish offers the following making EUEM possible for your organization:

- ▶ Installing on-site servers
- ▶ Monitoring Office 365, SaaS, and other cloud hosted solutions
- ▶ Defining custom application monitoring – even if business-critical software is internally developed

## Why Swish

Swish is the premier provider of Aternity in federal agencies, with more on-site installation, integration, and collective knowledge equity than any other partner organization. When your agency requires an End User Experience Monitoring solution that transforms the way your organization handles visibility and awareness, no other partner offers more than Swish with:

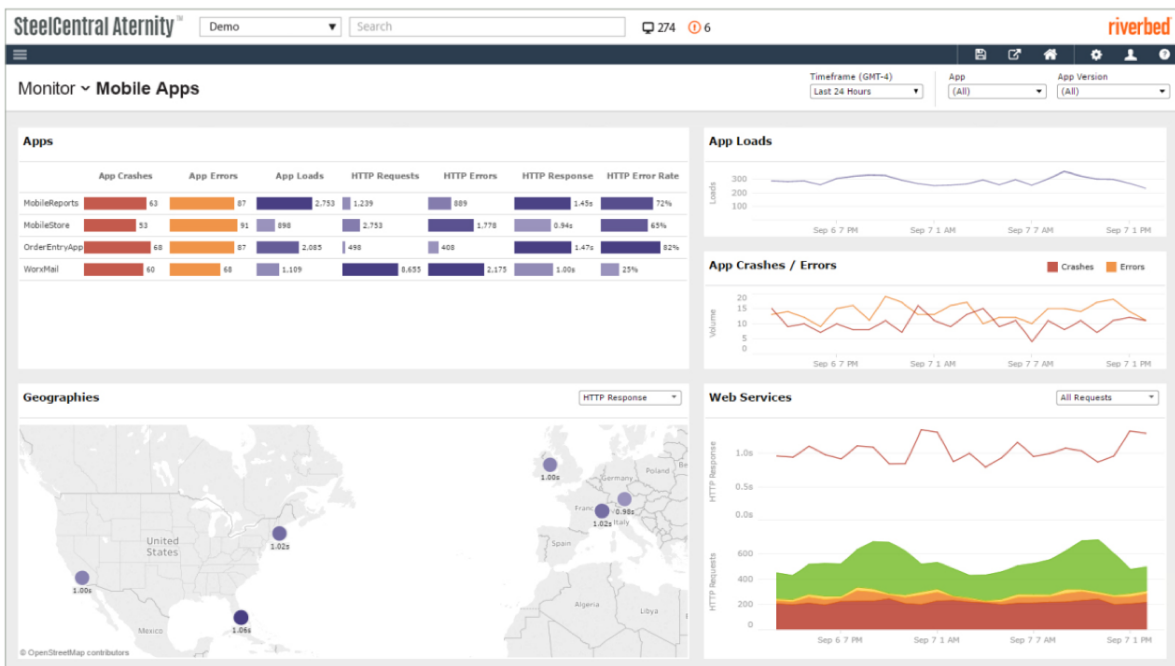
- ▶ Decades of collective EUEM experience
- ▶ Premier Aternity federal partner status
- ▶ First Aternity federal on-prem installs
- ▶ First Aternity on-prem integrations
- ▶ Multiple managed on-prem active solutions



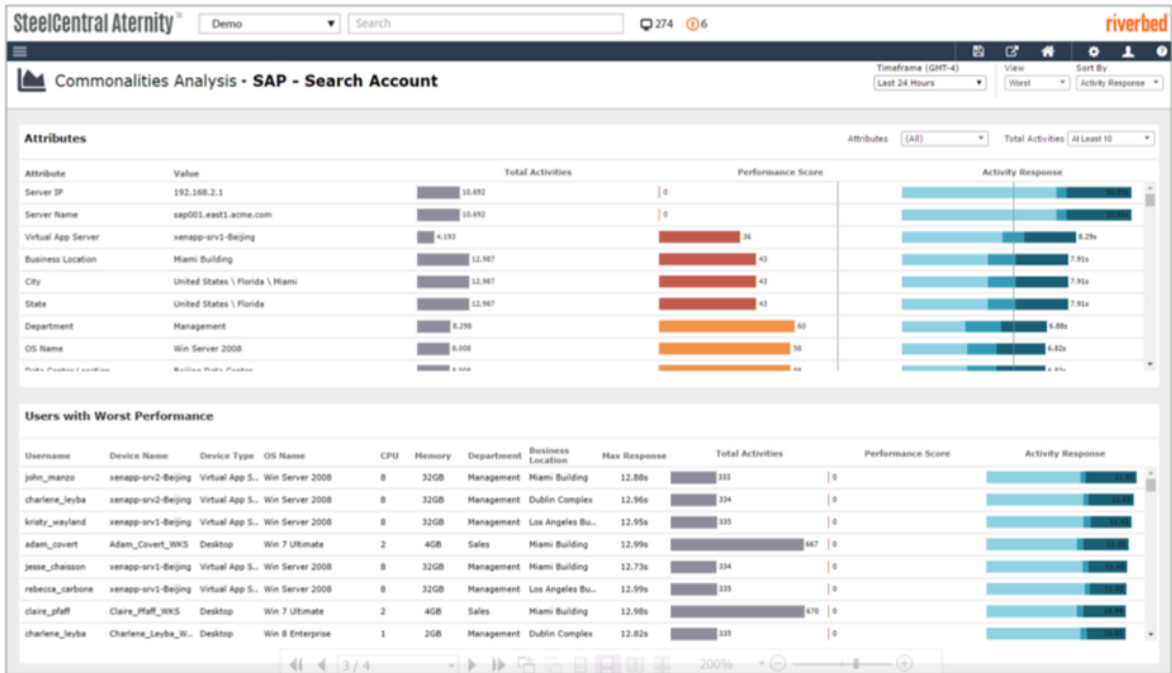
## Delivering Results

Swish's EUEM solution leverages years of Aternity experience combined with a collective centuries-worth of performance monitoring, reporting, and automation, to provide the following outcomes:

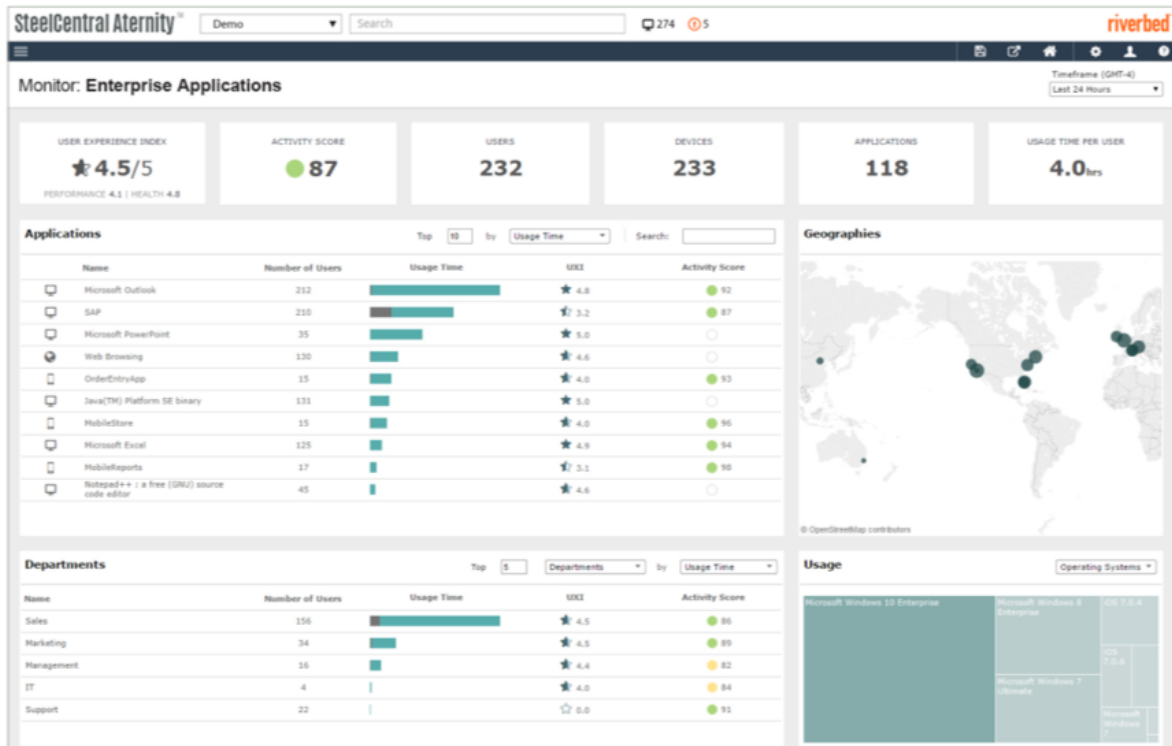
- ▶ Automatic discovery of ALL applications in the enterprise, helping combat “shadow IT”
- ▶ Validation and impact of software patches
- ▶ Differentiation between mobile and desktop platforms
- ▶ Cloud and SaaS performance reporting
- ▶ SLA's for SaaS, Cloud, and other hosted services
- ▶ VDI monitoring and comparative analytics



Workflow driven interfaces, oriented towards business outcomes.



Aternity provides enterprise-wide visibility throughout the agency enabling you to quantify, measure, compare, and truly understand what your end users experience.



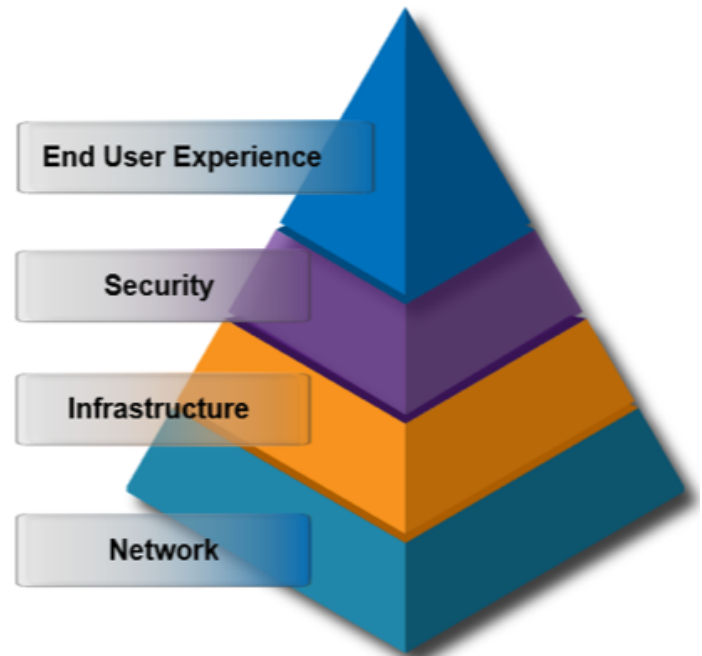
A single-pane-of-glass for all departments.

## Summary

Aternity provides an ideal starting point for all departments to implement an effective single-pane-of-glass for monitoring. Since the goal of most departments is to provide a positive end user experience, everybody can start by asking the same question: “what is the problem?”

Swish's Aternity EUEM solution offering takes it one step farther and provides answers to:

- ▶ Who is experiencing the problem . . .
- ▶ Who else is having the problem, and why . . .
- ▶ What changed that led to the problem . . .
- ▶ How to adapt and prevent the problem from occurring in the future. . .



## About Swish

Swish is a customer-centric, specialized integrator with an engineering first culture. Swish focuses on IT Modernization, Performance and Cybersecurity solutions. Swish strives to bring value to clients through continuous improvement expertise; robust services, superior engineering and creative solutions. To learn more, please visit: [www.swishdata.com](http://www.swishdata.com)

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