

# Employee Digital Experience Monitoring



## The Visibility Gap

The cloud has redefined how modern business apps are hosted, delivered and experienced. Secure, internet-centric connectivity, 3<sup>rd</sup>-party components and work-from-anywhere expectations introduce new visibility gaps.

Traditional performance monitoring tools were not designed for this new digital ecosystem, putting the digital experience at risk.

## The Essentials

- Comprehensive insight into SaaS and modern web-app performance.
- Application, connectivity and device performance visibility integrated with real user experience monitoring.
- Path tracking and per-hop / AS / provider performance across SD WAN, cloud, private and hybrid networks.
- Guided analytics to drill through the relationships between user-impacting events and the underlying infrastructure.
- Transparent insight into the performance impact of secure gateways (SASE, SGW, CASB,) that govern connectivity.

## > The Solution

Kadiska delivers 360° visibility into the employee digital experience from anywhere to any app. Our self-driving monitoring platform means your team stays focused on fixing issues, not maintaining 'one more tool'.

- 100% apps, transactions, networks and user coverage.
- Frictionless, agent-free deployment within minutes.
- Cost-efficient from regional to global coverage.

## What's at stake?

The employee experience has gone digital. The work-from-anywhere workforce expects a flawless, consumer-like experience at a time when talent is scarce.



Percent of user-experience issues IT cannot detect.



SaaS users report consistently poor performance.



Workers who quit in 2020 due to poorly performing workplace systems and technology.\*



## Detect issues

Identify productivity-impacting performance issues affecting any user, region or site.

## Pinpoint their origin

Diagnose with intelligent insight across user interactions, apps and infrastructure.

## Rapidly resolve

Optimize the employee experience and instantly verify the outcome.



# Employee Digital Experience Monitoring



Kadiska monitors the employee digital experience for any application, wherever users are located. Integrated analytics breaks down app response time across underlying infrastructure layers and locations—device, network setup (DNS, TLS), internet path, CDN, cloud, page load and API processing—and identifies the impact of redirections to SaaS and cloud locations.



## Agent-Free Endpoint Monitoring

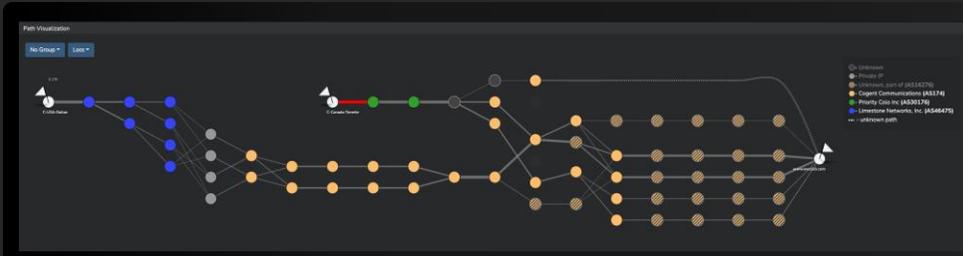
- Non-intrusive browser-level instrumentation.
- Low-overhead metrics generation.
- Continuous tracking of employee activity and digital experience whether onsite or remote.

Map your users...  
Anywhere.

Application	# Users	User Time	PLT	LCI	Server	Transfer	TOIS	P75
calendar.google.com	3	360 ms	4.4 s		105 ms	1.2 ms		0.00
meet.google.com	3	995 ms	No VALUE	5.2 s	109 ms			0.00
docs.google.com	3	97 ms	11.1 s	3.0 s	224 ms			0.00
mail.google.com	2	527 ms	2.4 s	744 ms	296 ms			0.00
drive.google.com	1	654 ms	2.0 s	No VALUE	516 ms			0.00

## Digital Experience for All Apps

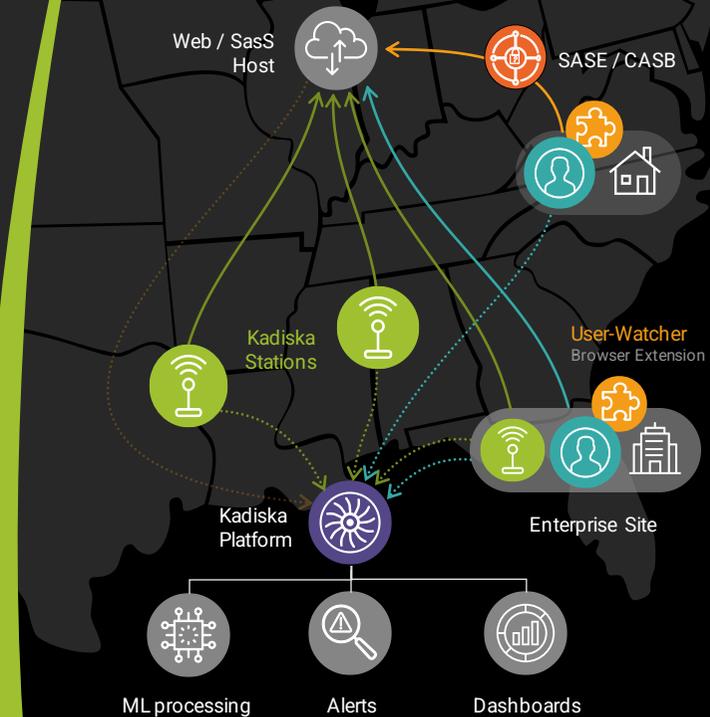
- Internal—private and cloud-hosted—and external Internet-facing apps.
- 3rd-party and SaaS.



## 100% Path Visibility

- Latest and historic path taken by users to apps of interest.
- Visibility across the internet CDNs, CASBs, SD WAN, VPNs.

The Kadiska platform integrates multiple vantage points to provide end-to-end insight. Track real user experience with a lightweight browser plugin. Map and monitor network path performance with shared or private test stations.



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