

USER EXPERIENCE MONITORING

Visibility into Real Network and Application Performance

UNDERSTANDING NETWORK PERFORMANCE FROM THE USER'S PERSPECTIVE

Traditional monitoring tools often focus on infrastructure metrics rather than actual user experience. As organisations rely more on cloud applications and distributed networks, understanding how users experience the network becomes increasingly important.

User Experience Monitoring uses specialised sensors that emulate real user behaviour to test Wi-Fi, DNS, DHCP, internet connectivity and application performance.

This provides continuous visibility into how the network and applications perform from a user perspective.






WHAT USER EXPERIENCE MONITORING DELIVERS

- Continuous testing of network and application performance
- Monitoring of Wi-Fi, DNS, DHCP and internet connectivity
- Visibility into performance of cloud and SaaS applications
- Detection of issues before users are affected
- Insight into the real user experience across the network

HOW USER EXPERIENCE MONITORING IMPROVES NETWORK OPERATIONS

Challenge	User Experience Monitoring Benefit
Intermittent connectivity	Detects Wi-Fi, DNS or authentication failures early
Poor application performance	Identifies latency, jitter and reachability issues
Limited visibility	Provides a user-perspective view of network health
Slow troubleshooting	Helps isolate root causes faster

OUR USER EXPERIENCE MONITORING PROCESS

-  **Client Engagement and Scope Definition**
Define the locations, services and applications to monitor.
-  **Sensor Deployment**
A monitoring sensor is deployed on site to emulate real user behaviour.
-  **Data Collection and Monitoring**
The sensor continuously tests network services and applications over a monitoring period.
-  **Detailed Reporting**
Collected data is analysed to identify trends, performance issues and potential root causes.
-  **Review Session**
Findings are presented with recommendations for optimisation and improvement.

OUTCOMES OF USER EXPERIENCE MONITORING

- Clear insight into real user network experience
- Early detection of performance problems
- Faster root cause identification
- Improved reliability of network and applications
- Data-driven optimisation decisions

Email support@duxnet.co.za to book User Experience Monitoring

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