AppNeta

EBOOK

4 GOALS DRIVING MODERN ENTERPRISE IT



TABLE OF CONTENTS

The State of Enterprise IT Today	4
Drive Success of Cloud, SaaS & Internet Transformation	5
Enhanced End-user Experience	8
Make IT More Efficient	11
Deliver Work from Anywhere Performance Visibility	14
Monitoring Ties It All Together	16



There is a “rising tide” of challenges that enterprise IT must overcome to best serve end users

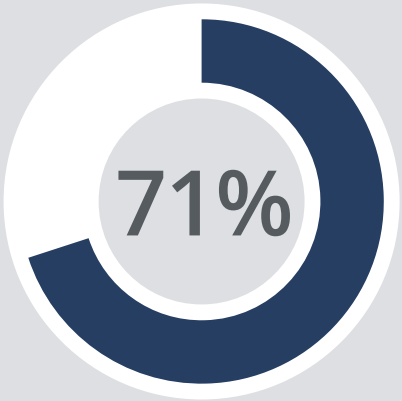
1. THE STATE OF ENTERPRISE IT TODAY

Enterprise networks have never been more complex, as decentralization, the rise of SaaS, and a greater reliance on connectivity across organizations collide, creating a "rising tide" of challenges that enterprise IT must overcome to best serve end users.

How are network IT teams riding out this sea change? The answer lies in rethinking what the role of traditional IT is from the top-down—along with the solutions enterprise IT teams will need to execute on their new marching orders.

According to a recent Salesforce report, 71 percent of enterprise IT teams are transforming from "a technology-providing cost center to a value-based service brokerage" in response to the greater role network performance plays to business. That means that rather than simply play a reactive role in addressing issues with apps, devices and the network, IT teams need to have the foresight to get ahead of issues before they impact end users, and to strengthen the network backbone for even more complexities down the road.

To help IT teams visualize these challenges, we've zero'd in on the four key areas where modern enterprise IT teams must succeed as their networks evolve.



OF ENTERPRISE IT TEAMS ARE TRANSFORMING FROM "A TECHNOLOGY-PROVIDING COST CENTER TO A VALUE-BASED SERVICE BROKERAGE"

2. DRIVE SUCCESS OF CLOUD, SAAS & INTERNET TRANSFORMATION

For teams to successfully support the wealth of traffic, locations, users, and cloud-delivered workflows flooding their network, they'll likely be tasked with embarking on some manner of "digital transformation" that retires their old network architecture for a more agile, scalable design. This might include abandoning hub-and-spoke network layouts for decentralized ones, for instance, leveraging a combination of cloud providers and ISP breakouts to connect users instead of hardware/MPLS.

But undertaking any digital transformation can have its pitfalls—especially when teams aren't leveraging monitoring solutions to deliver performance baselines before, validation during, and visibility after transformation.

For starters, there's no guarantee that a transformation project is going to work without an understanding of the state of the network today and a way to visualize which areas are ripe for improvement. Transformations require visibility, whether this is as simple as identifying apps that can be offloaded from an MPLS link to one that's direct-to-Internet or as complex as moving to a hybrid, multi-cloud infrastructure. With visibility into what's working and what's not, teams can better establish a method for tackling these certain transformations in a time- and cost-efficient manner.

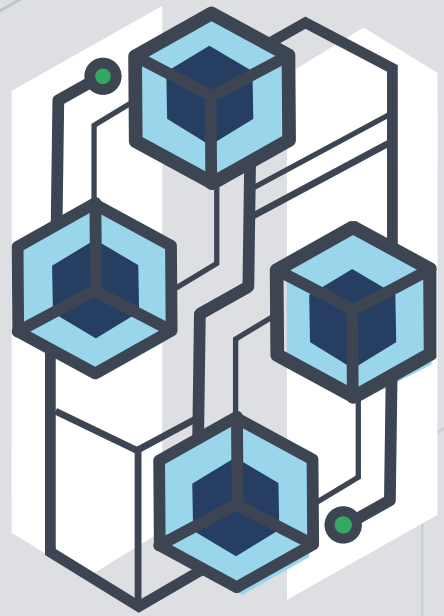


UNDERTAKING ANY DIGITAL TRANSFORMATION CAN HAVE ITS PITFALLS — ESPECIALLY WHEN TEAMS AREN'T LEVERAGING MONITORING SOLUTIONS

From there, once a team has embarked on a transformation project, they need visibility into how the introduction of new production rollouts or workflows are impacting existing tools that users still need to access throughout the transformation. If new components are taking up a share of network capacity at the expense of the performance of other business-critical tools, teams need to be able to quickly pinpoint the problem and take action so that the transformation doesn't get derailed (and IT retains faith from users/senior leadership).

The tools teams use themselves to monitor this traffic can't introduce additional complexity into the transformation project, either. By partnering with an active performance monitoring solution that alerts IT to performance degradation of critical applications before end users are impacted, teams can enjoy a level of automation that helps speed up and synchronize the entire transformation effort.

With this comprehensive monitoring up and running, teams can continue to ensure network performance is aligned with the ongoing needs of end users and work to prime the network for any changes in IT strategy down the line. With this "authority" on determining and ensuring network performance in hand, IT can earn the support of both executive leadership and the wider organization when embarking on optimization projects in the future.



TEAMS CAN ENJOY A LEVEL OF AUTOMATION THAT HELPS SPEED UP AND SYNCHRONIZE THE ENTIRE TRANSFORMATION EFFORT

REQUIRED MONITORING CAPABILITIES TO DRIVE SUCCESSFUL TRANSFORMATION

- Ability to monitor across the internet to cloud and SaaS environments
- Granular, continuous monitoring of any business-critical application
- Integration with all business-critical systems
- Ability to trend issues over time
- Easy and scalable deployment
- Root cause determination

3. ENHANCED END-USER EXPERIENCE

Supporting end users is, in many ways, the ultimate role of IT and the impetus driving networks to transform. In the new enterprise reality, IT teams need to take a per-user approach to enhancing end-user experience, whereas in the office-centric past, most IT issues could be resolved relatively quickly by team, cohort or locations. Today, each end user represents an "office of one," so to speak, and comes with all the associated management challenges for IT, but on a scale of hundreds (if not thousands) of locations. Between this increased number of remote locations, a bevy of network "transformations," and the retirement of legacy workflows for SaaS solutions,end-user experience may seem like an impossible metric to gauge. But when centralized IT teams can gain a complete picture of their user footprint from a single pane of glass, they can quickly break down the barriers to success.

When it comes to assuring the performance of SaaS, in particular, teams struggle with a lack of inherent visibility that was a given when they owned and controlled proprietary or hardware-based legacy workflows. But IT teams still need to serve end users and work to ensure the solutions they employ to get the job done are performing as expected, regardless of where these tools are hosted or delivered. Without visibility into how these solutions are experienced in real life, IT teams can't share with users the true root cause of performance degradations, let alone instill confidence that their team can not only solve issues but plan for the future.

Further, teams need the ability to monitor SaaS and cloud environments from the outside-in to fully understand the network paths delivering workflows out to end users. WIth this visibility in hand, teams can more quickly rule in or out many of the most prevalent "error domains" where performance issues arise, while truly experiencing the network from the end-user perspective.

From there, IT can automate many of the components of their monitoring strategy to alert them to issues in near-real time. And when issues do trickle down to end users, IT will at least be able to reference who is actually to blame, helping improve both Mean-Time-To-Resolution (MTTR) and Mean-Time-To-Innocence (MTTI).

REQUIRED MONITORING CAPABILITIES FOR ENHANCING END-USER EXPERIENCE

- Continuous monitoring of any app and every user at every location
- See the performance across any third-party network or service
- Flexible deployments to scale to any environment
- Identify all user traffic and classify/categorize applications in use across the network
- Quickly discern app vs. network issues

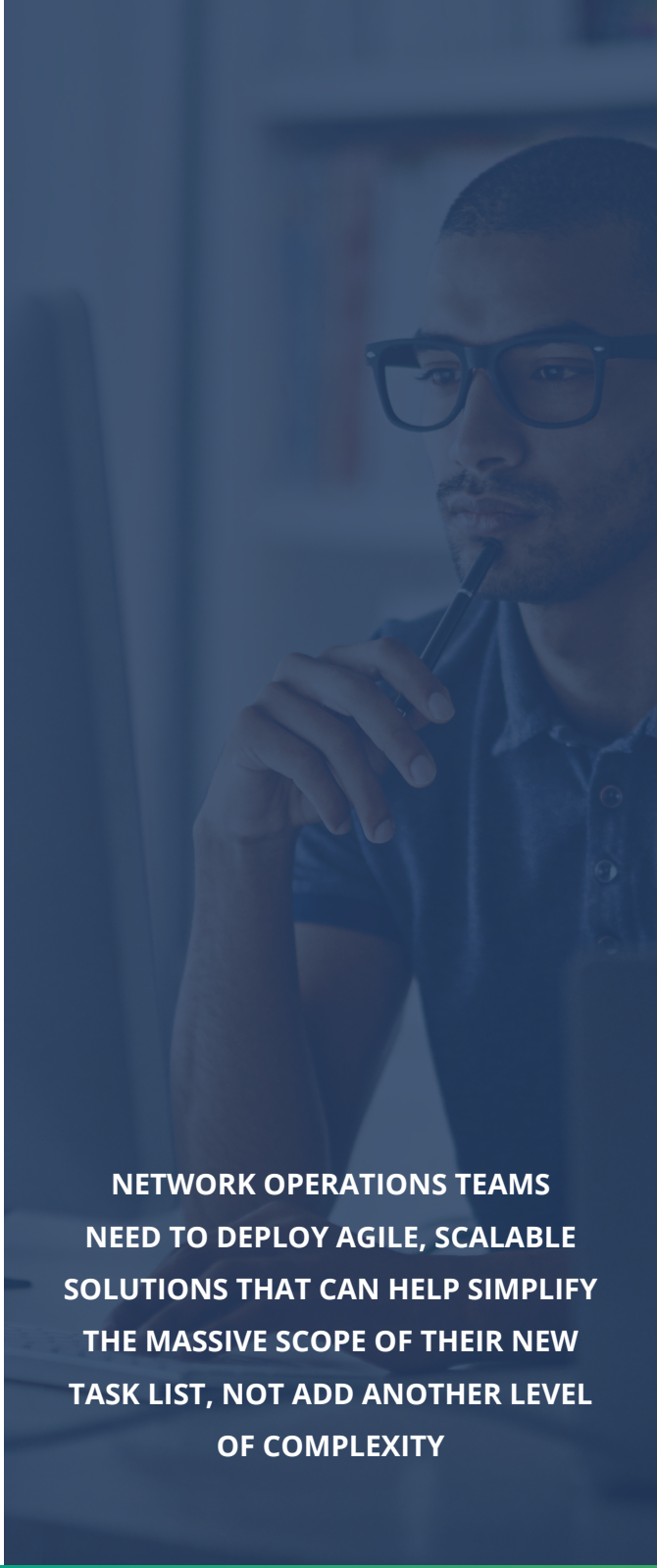
4. MAKE IT MORE EFFICIENT

With IT tasked with juggling all of these new considerations, they can't adopt a wealth of new tools that come with a heavy learning curve or bulky deployment. Network operations teams need to instead deploy agile, scalable solutions that can help simplify the massive scope of their new task list, not add another level of complexity.

But when teams lack a strategy that delivers comprehensive visibility into end-user experience, users will start beating IT to the punch and surfacing complaints at a faster pace than IT can address. This proliferates the problem of end users having a bad perception of IT—whether it's justified or not—and pointing fingers at perceived issues rather than having a full (or fair) understanding of the actual root cause of bad performance. As a result, IT will be stuck fighting an uphill battle of debunking misconceptions while at the same time struggling to actually chip away at their mountain of problem tickets.

The consequences start spiralling, as IT is viewed in less of a strategic light and budgets that would otherwise get dedicated to improving the company's tech strategy are relegated elsewhere. The distractions will start to pile up, as tickets take longer and longer to address and IT team members themselves start to feel the strain. This could then result in turnover that further impedes the team as new members have to be acclimated into an already dysfunctional IT operation.

With proper monitoring strategies in place, IT will be perceived as a strategic arm to the business, since they can readily address issues proactively and help meet deadlines/SLAs. Not only will IT projects be completed on a more predictable timeline, but morale, generally, will be higher among the team as they're able to claim more and more victories.



NETWORK OPERATIONS TEAMS NEED TO DEPLOY AGILE, SCALABLE SOLUTIONS THAT CAN HELP SIMPLIFY THE MASSIVE SCOPE OF THEIR NEW TASK LIST, NOT ADD ANOTHER LEVEL OF COMPLEXITY

REQUIRED MONITORING CAPABILITIES TO MAKE IT MORE EFFICIENT

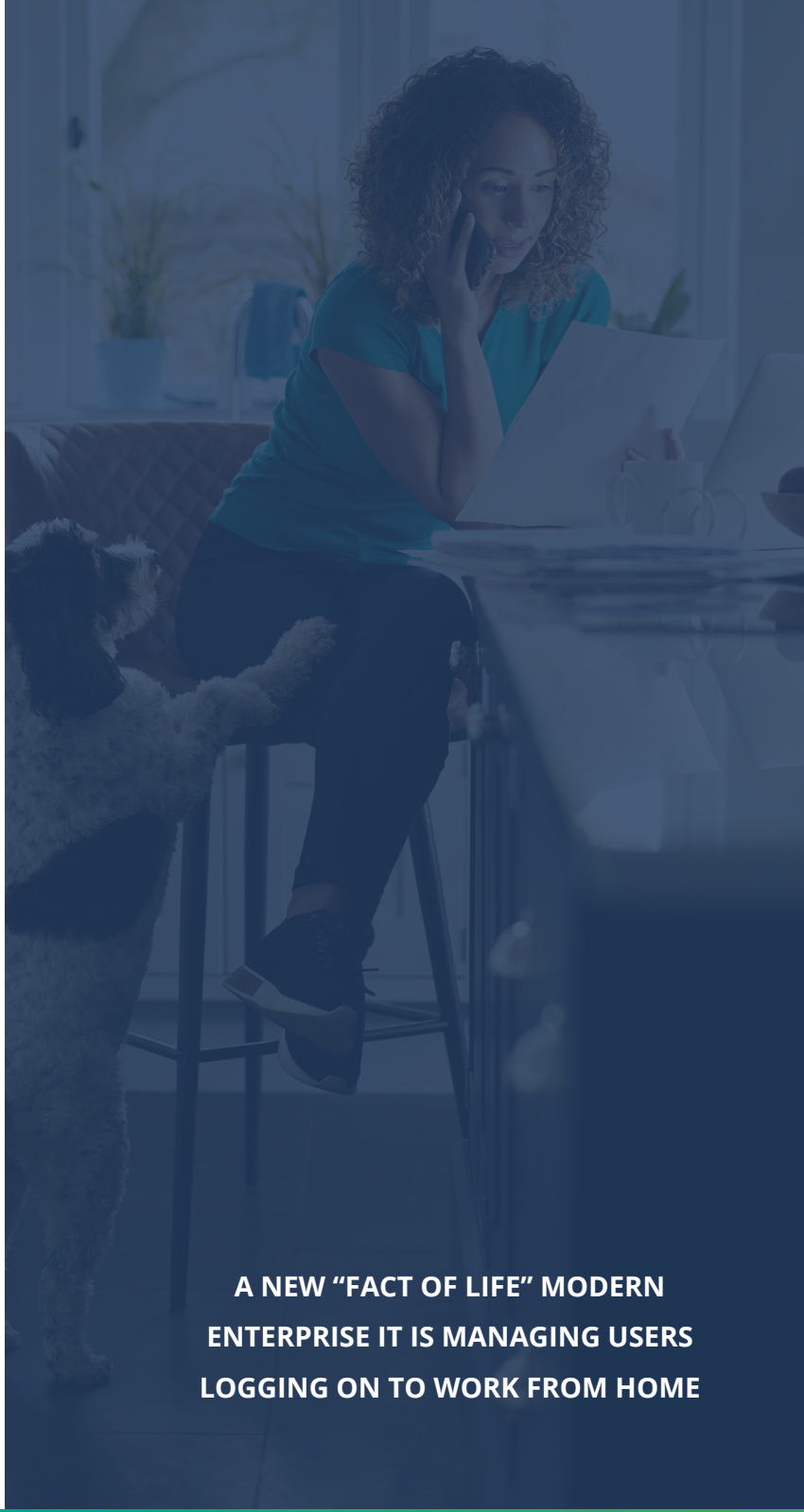
- Proactively isolate end-user-impacting issues to ether the network or app
- A combination of active and passive monitoring to understand the problem
- Cost-effectively scale for complete enterprise coverage
- Performance insight into internet connections and cloud services
- Seamless integration into existing operational processes and workflows

5. DELIVER WORK FROM ANYWHERE PERFORMANCE VISIBILITY

Another new “fact of life” for modern enterprise IT is that the WAN backbone now acts as vital infrastructure for a sprawling (and mobile) enterprise footprint. “Work From Anywhere” has emerged not just as a reaction to the recent global experiment in work-from-home, but as an expansion of policies that had been gaining steam in the enterprise space for some time.

There’s a big catch, however: While IT largely managed a specific subset of users who would travel between office locations or go fully remote compared to the larger workforce in the past, this hybrid-mobility will now be the default working style for many knowledge workers going forward.

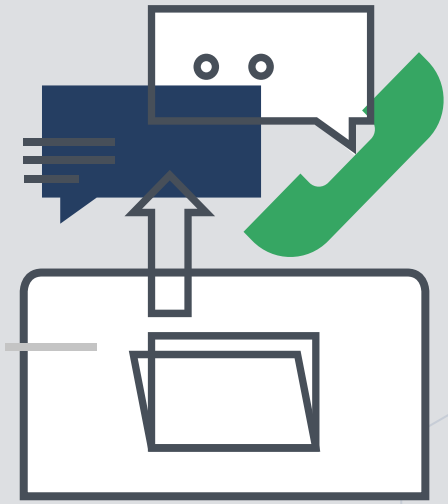
Among the many challenges this poses for enterprise IT teams is that distributed end users still view IT as the solution to all of their tech problems despite no longer working in environments or even on devices that IT teams can inherently manage or control. Without the proper toolset to regain visibility into the performance of users and devices, ticket times go up and eventually productivity will slide, with blame landing on IT from both the user base and those in the C-Suite.



A NEW “FACT OF LIFE” MODERN ENTERPRISE IT IS MANAGING USERS LOGGING ON TO WORK FROM HOME

This lack of organization and visibility not only has the potential to derail end users, but it can send IT budgets on a tailspin. In a race to constantly understand the ever-changing end-user environments they need to support, IT may end up throwing money at the wrong problems, when really all they need is a clear, end-to-end line of sight into the end-user environment to understand the source of bad performance—be it on the application, network, or even the end user's WiFi or device itself.

When teams take a user- and device-centric approach to network monitoring, they can get as close to the source of bad performance as they need to quickly trace the genesis of the issue and quickly work to resolve it. Rather than throwing money at a problem based on guessing—or even investing in more IT staff to handle a massive, mobile workforce—teams can regain a proactive posture in addressing and detecting performance issues, even as their footprint scales up.



WITH A MORE AUTOMATED MONITORING STRATEGY IT CAN DELIVER A LOCAL PERSPECTIVE INTO ISSUES HINDERING REMOTE LOCATIONS

REQUIRED MONITORING CAPABILITIES TO DELIVER WORK FROM ANYWHERE PERFORMANCE VISIBILITY

- Complete, flexible coverage of all users and all the applications that are consumed
- Scalable, easy to use SaaS platform without management overhead
- Frictionless deployment fully managed by IT
- Discern where, when, and why the problem occurred, and what applications/users were impacted
- Differentiate real performance problems from noisy users
- Provide local environment context for distributed workforce troubleshooting (WiFi, Host, Top Apps, etc.)

MONITORING TIES IT ALL TOGETHER

This lack of organization and visibility not only has the potential to derail end users, but it can send IT budgets on a tailspin. In a race to constantly understand the ever-changing end-user environments they need to support, IT may end up throwing money at the wrong problems, when really all they need is a clear, end-to-end line of sight into the end-user environment to understand the source of bad performance—be it on the application, network, or even the end user's WiFi or device itself.

When teams take a user- and device-centric approach to network monitoring, they can get as close to the source of bad performance as they need to quickly trace the genesis of the issue and quickly work to resolve it. Rather than throwing money at a problem based on guessing—or even investing in more IT staff to handle a massive, mobile workforce—teams can regain a proactive posture in addressing and detecting performance issues, even as their footprint scales up.



TO LEARN MORE ABOUT HOW APPNETA DELIVERS, SCHEDULE A DEMO WITH OUR TEAM TO SEE OUR PLATFORM IN ACTION

AppNeta®

ABOUT APPNETA

AppNeta is the only network performance monitoring solution that delivers deep, actionable, end-to-end network performance data from the end-user perspective. With AppNeta's SaaS-based solution, IT and Network Ops teams at large, distributed enterprises can quickly pinpoint issues that affect network and business-critical cloud application performance, regardless of where they occur. AppNeta is trusted by some of the biggest Fortune 1000 companies, including 3 out of the 5 largest corporations in the world, as well as 4 out of the 5 largest cloud providers.

1.800.508.5233 | SALES@APPNETA.COM | APPNETA.COM