

A Complete Performance View of Your Workforce Applications



IMPROVE THE PRODUCTIVITY OF YOUR TECH-DEPENDENT WORKFORCE

Today, Information Technology (IT) teams are tasked with improving end user productivity, while still managing the entire IT portfolio that your workforce relies on every day. Limited resources, siloed tools, and obsolete data are the root causes hampering the IT group's efforts to ensure reliable operational change and end user application performance in a timely manner.

Organizations can find the best way to ensure a reliable end user experience by deploying a performance management solution that:

- Protects an IT team from being caught by surprise when users complain
- Quickly determines if there is an application, database server, or network problem

You can use our application performance management solution to:

- Measure the end user experience for every application on any device
- Hold cloud and SaaS vendors accountable to business process service level agreements (SLAs)
- Validate the positive impact of operational changes on the end user experience

The application assurance challenge is clear:
How to know the impact on the productivity of your tech-dependent workforce when you upgrade your network, database servers, and/or applications.

Key Questions

What are the application performance measurements for your success?

Do you have the capability to baseline the performance of the application to the user?

How do you measure application performance today?

Performance Acceleration Expectations

Cloud

Business Reason

- Hold my network providers accountable to service level agreements (SLAs) by controlling the infrastructure
- Compare performance of cloud-delivered applications to those run in the data center
- Determine if the performance of cloud-delivered applications varies across the worldwide workforce

Other

Cloud

Technical Reason

- Ensure reliable application services by having access to the infrastructure on which the applications are delivered
- Know specifically where an application performance problem exists before the end users complain
- When the cloud provider does an upgrade, measuring the performance improvement

Other

Mobile Workforce

Business Reason

- Ensure the best end user experience results
- Confirm my mobile initiative delivers the expected gains in workforce productivity
- Meet end users' expectations as we transition to mobile

Other

IT Operations Reason

- Troubleshoot user complaints so I can quickly resolve the issues
- Proactively detect and prioritize incidents
- Monitor workforce experience with third-party developed applications

Other

Developer Reason

- Alerted quickly to application performance issues
- Pinpoint the cause of application issues to software, database server, or network
- Optimize application performance across all devices, operating systems, network carriers, etc.

Other

Change Management

Business Reason

- Ability to cost justify the investment to improve performance
- Measure the impact my recent technology refresh had on workforce performance
- Determine if performance of business-critical applications varies across geographies

Other

Technical Reason

- Know where the problem is when end users are complaining of slow response
- Understand which desktop configuration results in the best service for my workforce
- When users report issues, the data I need is readily available

Other

Virtualization

Business Reason

- Maintain service level agreement (SLA) compliance after migrating applications to a virtual environment
- Measure performance after migrating to a centralized virtual infrastructure
- View how performance of critical business activities varies across geographies and office locations

Other

Technical Reason

- Measure if the virtual environment migration really caused the end user's applications to slow down
- Determine whether user complaints are caused by an application issue or a remote display latency problem
- Resolve infrastructure problems before users are impacted

Other

When you plan to introduce new applications or modernize your architecture, request a consulting meeting at sales@nffinc.com.