

# Digital Experience Monitoring

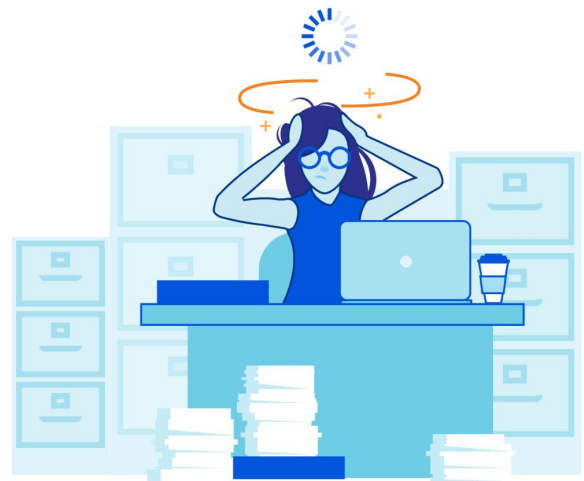
Visualize user, application, and network performance through Cloudflare’s Internet-native SASE platform

## Keeping teams productive

### Employee experience in the age of hybrid work

Companies are trying to retain the best talent, and maintaining an excellent employee experience remains a key part of that. When digital issues arise, employees expect quick remediation despite the vast complexity IT teams are dealing with today with globally distributed users and apps.

- IT teams already triage more tickets than they can possible solve
- Issues must be narrowed faster for more efficient troubleshooting
- Ideally, teams should detect or mitigate issues before tickets get filed at all



### The historical troubleshooting approach

Especially with users working from anywhere, troubleshooting application or network issues can feel extremely “guess and check.” Sometimes after hours of digging, the issue solves itself or is discovered to be outside IT’s control. Help desk and IT team members need better data and granular visibility to stay efficient.

## What better visibility brings



### Stay productive

Emulate traffic flows and visualize end-user experiences to troubleshoot issues more efficiently.



### Be proactive

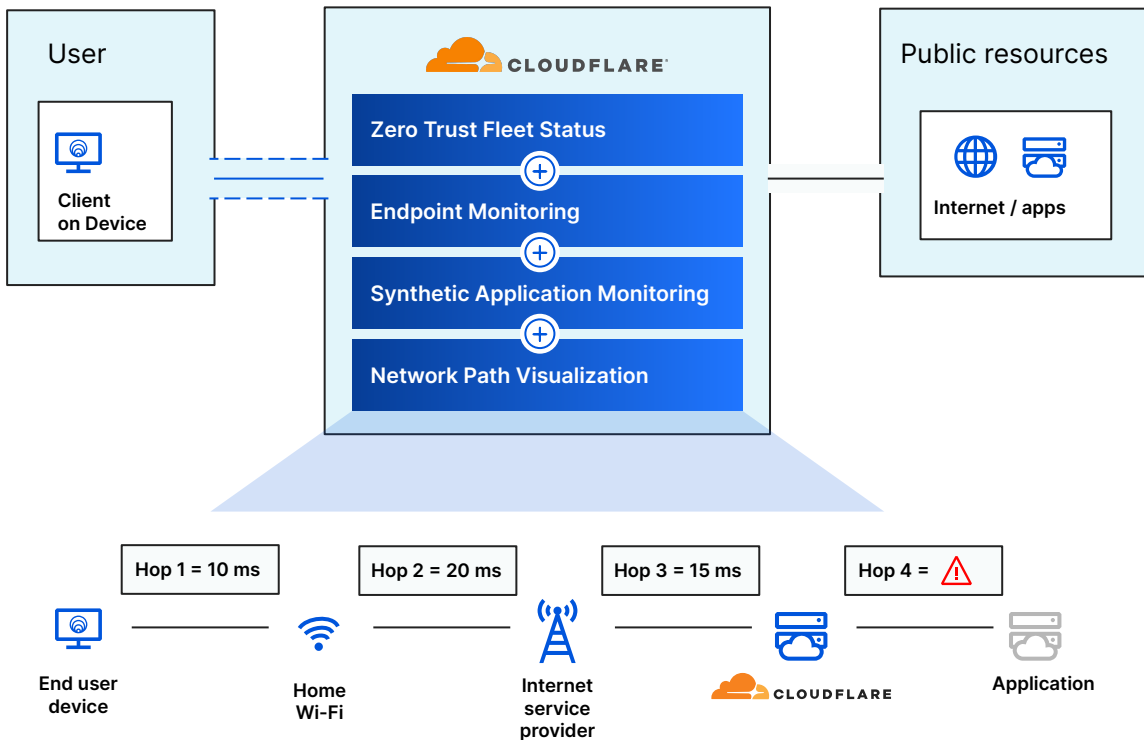
Detect widespread connectivity issues, communicate them quickly, and mitigate them effectively.



### Gain insight

Understand network performance and availability metrics that might affect your end users to meet SLAs.

## How Digital Experience Monitoring supercharges IT visibility



### Shift monitoring focus to the end user

Digital Experience Monitoring is an observability tool that provides predictive, historical, and real time intelligence around application outages, network issues, and performance slow-downs to keep employees productive wherever they are working.

- **Zero Trust Fleet Status** - Understand device client status by device and by organization to determine trends.
- **Endpoint Monitoring** - Check CPU load, RAM utilization, Wi-Fi signal strength, and other common endpoint metrics.
- **Synthetic Application Monitoring** - Create simple, lightweight performance tests to internal and external web properties.
- **Network Path Visualization** - See a hop-by-hop visualization of the network path to public or private resources.

**Reduce complexity**  
Isolate and visualize data across first, middle, and last mile

**Troubleshoot faster**  
Narrow root cause analysis to avoid finger pointing

**Simplify migrations**  
Quantify app performance before, during, and after cloud migrations

## Visibility at Cloudflare's network scale

### Vast global reach, interconnections, and threat intelligence

Cloudflare maintains one of the most representative views of the Internet on the planet, with immediate visibility into outages and fiber cuts, security events like DDoS and phishing, routing issues, network congestion and peering issues, and even geopolitical events. Approximately 20% of web traffic flows across the Cloudflare network.

Many common SaaS apps also happen to use Cloudflare, which helps provide additional insight into performance metrics from end-to-end. This very unique point of view on the Internet will be able to provide users with deep insight into the digital experience of users around the world.



## Why IT visibility matters for security

### Collaborate more effectively

As security teams gradually implement more Zero Trust use cases over time, Digital Experience Monitoring can give network counterparts peace of mind and maintain objectivity for diagnostics. Help IT and security teams collaborate to ensure continuity throughout your organization's Zero Trust journey.

### Verify security compliance

All the hard work for better security won't mean much if employees are skirting around it, which they might if they are the victim of performance issues and feel a threat to their productivity. Visualize your organization's connectivity and compliance with security mandates like client software.

## Accelerate your Zero Trust roadmap

[Request an architecture workshop](#)

Not ready for your assessment?

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