

Pros and Cons of End-User Experience Monitoring Approaches

There are no shortages of end-user experience monitoring solutions on the market. It's a testament to the need to provide an excellent experience for all your users on any enterprise application and on any device—physical, virtual, and mobile. The chart below covers the differences among end-user experience monitoring approaches.

| APPROACH | DESCRIPTION | PROS | CONS |
|---|---|--|--|
| Synthetic Monitoring | Emulates the user experience using scripts | Good for identifying availability issues, especially for applications that are not used around the clock | Time-consuming to maintain scripts Doesn't map to a specific user's issues |
| JavaScript Injection | Injects JavaScript code into a web app to time what happens on the end user's browser | Good for web apps and hybrid mobile apps, including 3rd party SaaS apps | Works only for web applications and hybrid mobile apps No visibility into the user's device |
| Network-based Packet Capture | Uses devices placed on the network to aggregate and filter traffic for analysis | Can use network data that is being collected for security and network operations teams | Becomes more expensive as network speeds increase No visibility into the user's device |
| Physical and Virtual Device Monitoring | Uses light-weight agents to monitor device health and performance and some application information | Tracks device metrics like resource utilization and health Some can identify installed applications and app crashes | No visibility into what users experience when they use their apps Cannot correlate app health with device health and back-end performance |
| Teneo's WFA: Visible service, powered by Aternity End-User Experience Monitoring | Monitors the performance of applications as they render on the screen. This provides application context when validating the impact of strategic or tactical IT change or troubleshooting | Combines device health, application performance, and application usage metrics to complete context for user experience Monitors the user experience of every type of app in the portfolio on any type of device Key component of WFA: Visible, which unifies user experience, application, and cloud-native infrastructure visibility to proactively improve performance | |

See how Teneo's WFA: Visible service can help you improve workforce productivity and boost customer satisfaction.

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