Zscaler Digital Experience at a Glance

Zscaler Digital Experience Benefits:

End-to-End Visibility

Ensure uninterrupted visibility into the end-user device, network path, and SaaS/internet application performance for comprehensive end-user experience insights

Improve User Experience

Enable proactive detection, troubleshooting, and diagnosis of end-user experience issues.

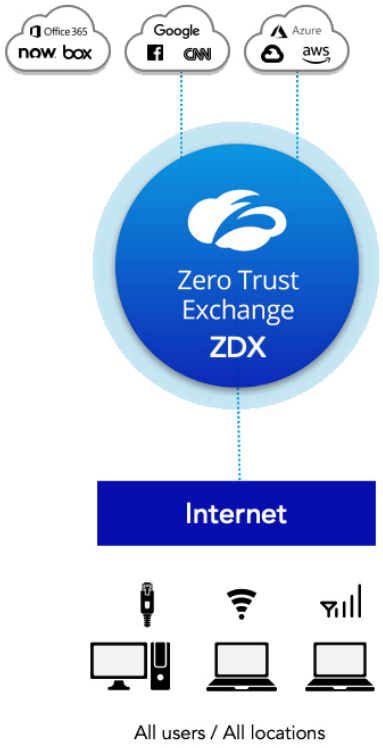
Reduce Operational Costs

Improve Mean Time To Detection and Resolution (MTTD / MTTR) and reduce the cost of application downtime

The rapid adoption of cloud and mobility initiatives within organizations – coupled with a shift towards work from anywhere policy, has introduced new visibility challenges for IT teams.

As applications move out of the data center and into the cloud and a distributed workforce accesses them, IT teams no longer control the underlying technology stack and lose end-to-end visibility of user experiences. End-user performance issues that arise due to SaaS or cloud application availability, network path outages, network congestion are not easily isolated and diagnosed. When it comes to detecting, troubleshooting, and diagnosing end-user performance issues, traditional monitoring tools optimized for data centers leave visibility gaps. On the other hand, endpoint monitoring tools lack the necessary network and application context to provide a holistic view of end-user experiences. They fail to provide a complete picture of the user's entire experience as visibility remains scattered across multiple tools and logs.

With Zscaler Digital Experience (ZDX), organizations can now fully monitor the cloud application experience simply and intuitively from the end-user perspective. ZDX restores visibility across the complete connection and quickly isolates user experience issues. ZDX delivers holistic, end-to-end user experience monitoring across any network, helping IT teams streamline troubleshooting user issues and improve user productivity.



Key Capabilities

Proactive monitoring of end-to-end user experiences

leverages a combination of synthetic transaction monitoring, network path monitoring, and endpoint device monitoring to provide an always-on, continuous measurement of end-user experiences. It measures and baselines,

- Device-level metrics including but not limited to CPU, memory, I/O, and network health
- Network connection details between the user and cloud application
- Cloud application metrics including availability, throughput, and server response times

Unified endpoint for end-user experience monitoring, advanced security, and Zero Trust access

leverages Zscaler Cloud Connector, a unified endpoint agent for experience monitoring, endpoint health monitoring, advanced security, and Zero Trust access.

Remote Troubleshooting

Triage user performance issues and pinpoint the root cause at the end-user device, network path, or SaaS/cloud application.

Zscaler Digital Experience Score

ZDX score provides an aggregated user experience performance metric tracked overtime at the user, application, location, department, and organizational level. It incorporates a varied set of metrics from the end-user device, network path, and SaaS/cloud application. It provides insight into the current state of end-user experience to make more informed decisions.

Simplified SaaS friendly administration

Simplifies the setup and administration of cloud application monitoring with easy to use templates to orchestrate visibility within minutes. Pre-defined application monitors help streamline the setup and observation of popular cloud applications.

Part of a larger cloud security platform

The Zscaler Digital Experience service leverages a light branch-heavy cloud model using a lightweight agent at the endpoint combined with a massively scalable cloud architecture of the Zscaler Cloud Security Platform. The cloud platform provides deep cloud-based ingestion and analytics engine to derive insights from the monitoring data.

> "By 2021, fewer than 15% of organizations will implement holistic monitoring, putting $255 billions of investments in cloud-based solutions at risk."
>
> **– Gartner**
>
> *'How to React to the Impact of the Cloud on IT Operations Monitoring'*

To learn more about what Zscaler Digital Experience can do for you go to **zscaler.com/products/zdx**

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