catchpoint

Workforce Experience

Support an anywhere, anytime, hybrid workforce
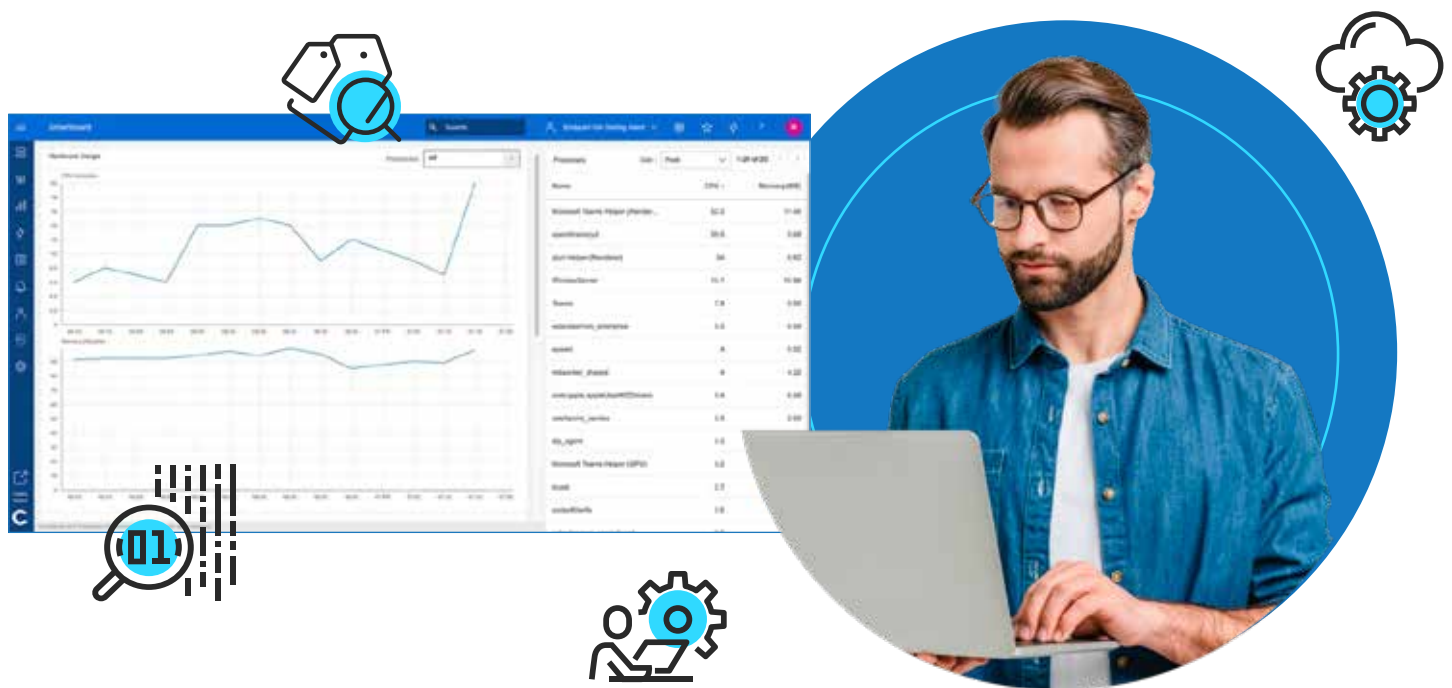
Catchpoint's Workforce Experience solution provides visibility into regional systems with the world's only outside-in agent network designed to show you the end user's viewpoint. No matter where your employees are around the world, you'll measure performance from their point of view, so you can find and fix problems before they impact productivity and your bottom line.

Our Workforce Experience solution enables powerful use cases such as Workforce Experience and Cloud Migration Observability, as well as SaaS Application, and SASE & VPN monitoring. Learn how these features can ensure your hybrid workforce stays connected and productive.

Workforce Experience
Monitoring

Cloud Migration

SaaS Application
Monitoring

SASE & VPN
Monitoring

Tools to support an anywhere, anytime, hybrid workforce

Workforce Experience Monitoring
If they can't connect, they can't work

Troubleshoot connectivity and reachability issues no matter where your workforce is

Key benefits:

- Monitor the user experience for any service to proactively identify and address issues before your employees even notice.

- Count on an end-to-end solution that brings together active, real user, and endpoint observability for dependable data.

- Compare objective data for vendors, designs, and environments (on-premises, public, hybrid, multi-cloud). Use the data to optimize in a continuously changing vendor landscape.

- Ensure the best possible experience in DaaS environments by monitoring from the devices your workforce uses.

SaaS Application Monitoring
Critical applications are worthless if your workforce can't reach them

Gain complete visibility into business-critical SaaS applications that your workforce relies upon

Key benefits:

- Leverage the world's largest global agent platform to ensure delivery of SaaS applications across all critical service providers, with visibility from every site, data center and remote location.

- Quickly diagnose user connectivity, public and private networks, and app layers to speed up Mean Time to Resolution (MTTR).

- Prevent repeat and duplicate tickets with proactive alerting while empowering remote workers to self-remediate issues.

- Diagnose and resolve SaaS issues faster with easily shared AI-powered smartboards and visualizations that provide actionable insights.

Cloud Migration
Get a good look before you leap

Harness the power of the world's largest and most diverse agent network

Key benefits:

- Troubleshoot across the delivery chain over key geographies to find issues during rollout and alert dependency owners for faster resolutions.

- Set baselines for end-user metrics to compare performance and availability before and after migration from an actual end-user perspective.

- Simulate user traffic before going live to validate compatibility, operations, and third-party dependencies.

- Manage your multi-cloud deployment via integrations with AI-based tooling to move cloud workloads around as needed.

SASE & VPN Monitoring
Proactively find and fix SASE & VPN issues fast

Independent visibility into workforce experience across all the network and security components comprising SASE before, during, and after rollout

Key benefits:

- Use precise, granular and up-to-date telemetry to identify and solve digital experience issues during SASE transformation proactively.

- Analyze the cost-benefit of vendors before selection to ensure a successful rollout with the world's most comprehensive observability network.

- Measure the difference before and after transformation to mitigate any potential effect on employees and create a robust basis for ongoing optimization and futureproofing of operations.

Learn more at www.catchpoint.com

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