ALEF

ALEF Periscope
End-to-End service monitoring for Users and Applications

Network and application lag and outages frustrate users and may compromise trust and productivity. Here at ALEF, we understand the key role of user experience (UX), in your business´s success. That´s why we offer Periscope, a service for expanded user experience monitoring and management. This complex solution is designed to proactively identify and resolve potential UX problems before they impact your users and customers.

Service Summary

Periscope is an advanced network performance monitoring and management service based on Cisco´s ThousandEyes platform. It offers comprehensive monitoring of network infrastructure and the performance of SaaS applications, cloud services, and internal network operations. This service is essential for organizations that are dependent on a variety of internal and external networked elements.

Key Features

- **Real-time application availability monitoring:** Instantly check application health, identify access bottlenecks, and proactively resolve problems that impact user experience.

- **Network path visualization:** Visualize user traffic through your environment and identify lag sources and potential bottlenecks in WAN or Internet networks.

- **Wireless network availability:** For organizations substantially reliant on Wi-Fi coverage, our tool provides detailed monitoring of signal strength, connection bitrate, network overload, and other UX-relevant factors in wireless networks.

- **Global Internet health monitoring:** Leverage the ThousandEyes global monitoring network to gain insight into Internet health and identify potential outages and other UX-relevant traffic disturbances that are out of your direct control.

- **End user monitoring:** Through real-time user monitoring (RUM), you can Gain invaluable insights into user comfort in your environment. You can also understand the impact of factors such as location, device type, and local network conditions on user experience.
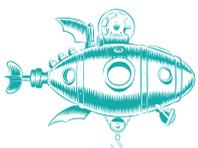
Periscope benefits for:

Business
- Enhanced customer or user experience
- Reduced downtime of your applications and services
- Global Internet insights for business-critical SaaS applications

IT
- Deep end-to-end visibility with proactive monitoring and page load metrics
- Support in connectivity troubleshooting
- Support in application migration

Trust the Strong

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CISCO Partner

Periscope Advantages

24/7/365 Monitoring & Notification:
Nonstop platform monitoring with proactive identification and notification of potential UX-relevant problems for ensure the minimum response time.

Higher User Satisfaction:
Consistently positive user experience increases customer and employee satisfaction, thereby potentially enhancing productivity and loyalty.

Detailed Cause Analysis & Reporting:
Detailed analysis of identified problems, including cause analysis, supported by comprehensive reporting and recommendations of effective solutions.

Data-Driven Decision-Making:
Gain valuable insights into specific metrics to better inform your decision-making on network and application optimization.

Performance Optimization Tips:
Our tool leverages our expertise and data collected from your systems to recommend performance optimization strategies and enhance user experience.

Proactive Management:
Identify and resolve potential user-side problems before they impact your customers or employees, reducing outages and other frustrations.

Downtime & Response Time Reduction:
Proactive monitoring and notification enable faster problem identification and resolution, minimizing downtime, and improving user experience.
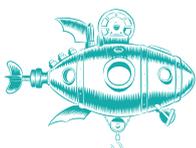
Enhanced Application Performance:
Gain more detailed insight into application performance, enabling proactive optimization and improving user experience.

Do you want more control over your users' connection quality?
Contact us today to discuss your specific needs. Discover how Periscope, our service based on the ThousandEyes platform, can help you deliver consistently positive user and customer experience.

For more information, get in touch at flexiservices@alef.com

CISCO
Partner