

# Aternity for Microsoft Apps and Devices

End User Experience Monitoring for troubleshooting and validating change for Office, Windows, and Microsoft Teams

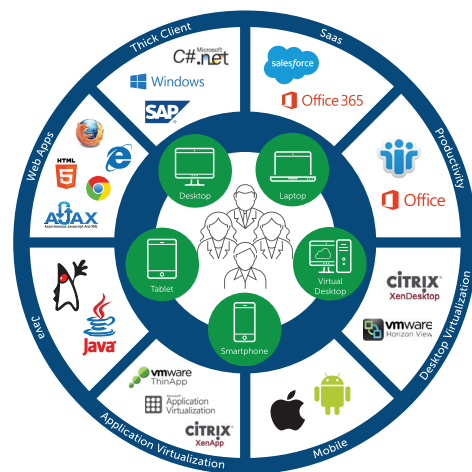
## The Business Challenge

Enterprises rely on Microsoft System Center Operations Manager (SCOM) for monitoring the availability and performance of physical and virtual devices within the data center, but IT requires additional monitoring capabilities to understand the actual end user experience of the workforce.

Migration to Office 365, upgrading to new Windows OS versions, and the increased usage of Microsoft Teams require IT visibility into end user experience to ensure these initiatives deliver the expected benefits. Productivity apps, like Office, SharePoint, and Microsoft Teams are pervasive throughout enterprises, but IT must assure a quality user experience to ensure the use of these apps actually result in increased productivity.

## The Aternity Solution

Aternity augments the device and infrastructure monitoring capabilities of Microsoft SCOM by automatically monitoring and correlating together the three streams of data that constitute true user experience—user productivity, device health and performance, and application performance, including out of the box business activities for the most important Microsoft Productivity Suite applications. This powerful combination provides IT Ops with an end-to-end view of the IT infrastructure, and the impact of the performance of that infrastructure on the end user’s experience of applications, delivered on any device—mobile, virtual, or physical.



## Addressing the IT Monitoring Challenge

How does **your** monitoring match up? Aternity transforms Microsoft end user devices into self-monitoring platforms by correlating application performance, device performance, and user productivity. Aternity inventories the hardware and software of every tablet, laptop, or desktop, and comprehensively monitors the key operating system and device health metrics that affect application performance and workforce productivity.

With Aternity, you can:

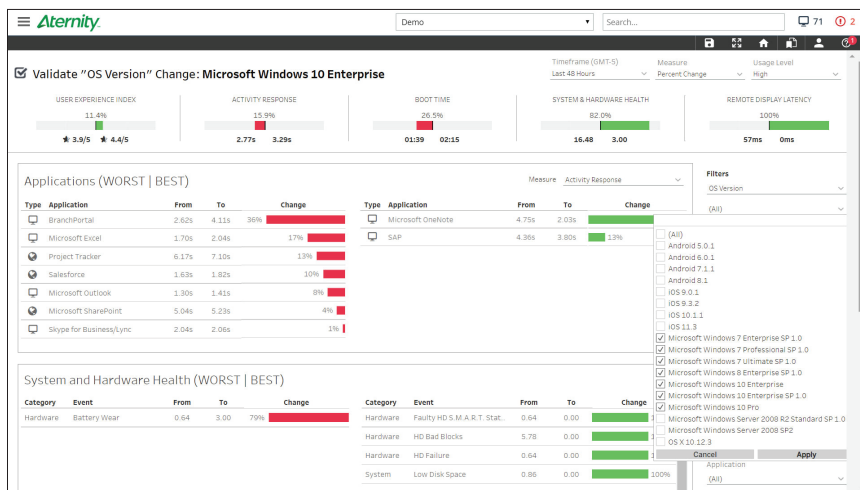
- Automatically discover every application used in your enterprise, whether running locally or in the cloud, to combat "Shadow IT"

- Track the impact of application performance on workforce productivity with no configuration required
- Get an immediate view into application and device health, for every user, whether on mobile, virtual, or physical devices
- Automatically establish performance baselines for acceptable performance that can vary by geography, department, or device configuration
- Address IT Service Management use cases across all levels of IT and the line of business

## Monitor, Analyze, Prioritize, and Optimize

Aternity correlates user productivity, app performance, and device performance and health. This capability enables you to compare app performance before and after changes to apps, devices, or infrastructure, such as migrating to Office 365, or to new versions of Windows OS or SharePoint.

- Validate that end user experience is as good or better after upgrading to new app, OS, or device versions, by comparing performance before and after the change
- Understand where IT investment is needed most by analyzing the performance of business activities relative to Experience Level Agreements (XLAs), by department, geography, or device type
- Quantify the financial impact of poor device health or application performance on staff productivity, to cost justify technology upgrades

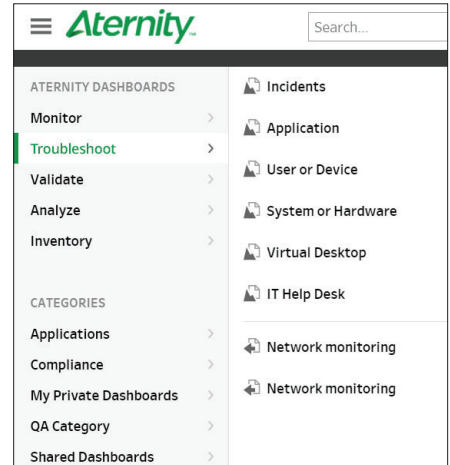


Analyze device health and application performance, as seen by the end user, for different groups of users before and after changes such as Windows OS migrations, device or network upgrades, or application changes.

# Workflow Driven Interface Speeds Up Problem Identification and Resolution for Windows Devices and for Apps Running in the Cloud or Your Data Center

Aternity enables IT to proactively identify and resolve problems through wizard-driven use cases for monitoring and troubleshooting application, device, and user experience issues.

- Proactively detect and analyze app incidents by severity, affected users, and business locations, to prioritize response
- Quickly resolve firm-wide problems by automatically identifying the characteristics shared by affected users
- Monitor and troubleshoot hardware, boot, and system issues, including Windows Update failures, blue screens, slow boot and logon times, and application crashes and hangs
- Optimize performance by inventorying every device's hardware and software and monitoring the key OS and device health metrics that affect app performance and workforce productivity

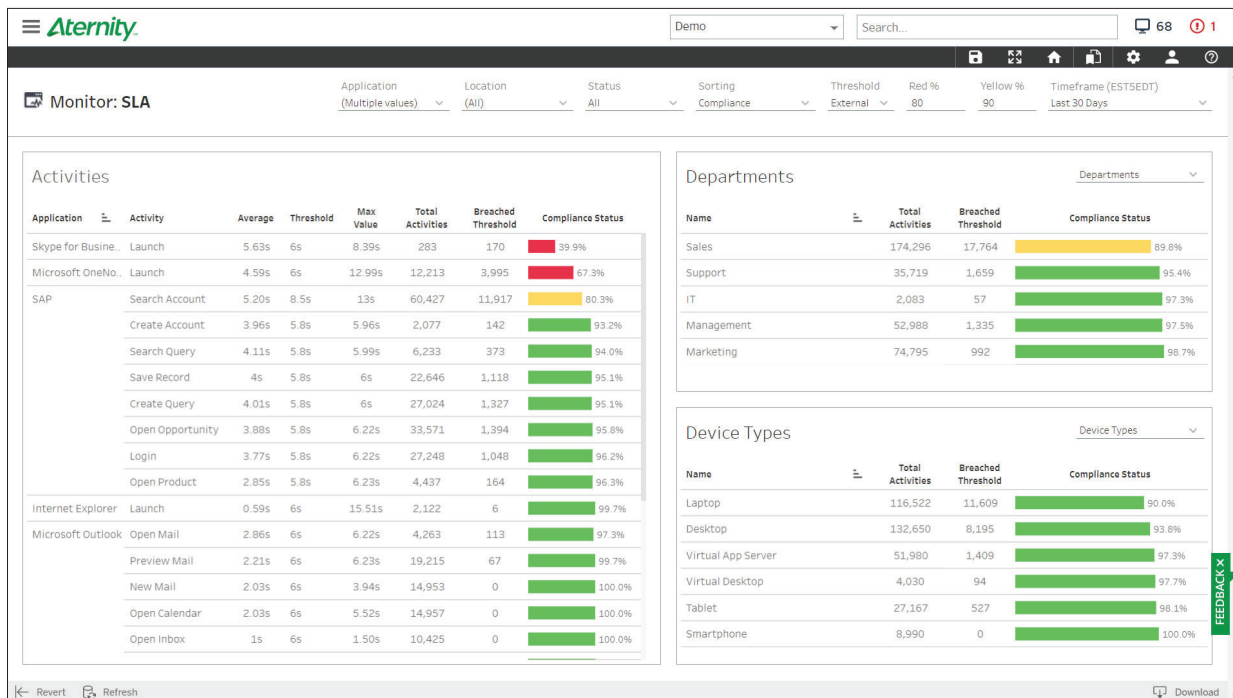


Troubleshoot the performance of any app, running in your data center or in the cloud, by analyzing performance by OS, department, geography, and device type.

# Measure, Manage, and Improve Mobile Workforce Productivity

Aternity enables enterprises to verify that their business-critical apps meet the performance expectations of the business by providing a single pane of glass for monitoring applications running on physical or virtual desktops, Surface tablets, and other mobile devices.

- Augment your SaaS vendor's SLA with an Experience Level Agreement (XLA) based on what users actually see when business critical apps render on their screens
- Track compliance to performance thresholds for every app in your enterprise portfolio



## Get Started Today

Aternity ensures the reliability of any business-critical application, running on mobile, virtual, and physical devices. Aternity can be deployed on premise or in the cloud, enabling customers to get up and running fast, with no major capital investment, hardware provisioning, or server deployment. Watch this short video to learn more about Aternity's support for Microsoft apps and devices: <https://youtu.be/gVFIYKrBJBA>. Register to qualify for a free product evaluation: [aternity.com/free-trial](https://aternity.com/free-trial).

## Related Products

### Aternity APM

Aternity APM traces every transaction from end user device or browser, to the application back-end, while capturing second-by-second system metrics in production environments. This gives you multiple perspectives into end user experience, demographics and application performance, along with convenient workflows for root cause analysis and problem discovery.

### About Aternity

Aternity, the enterprise-class Digital Experience Management company, transforms the employee experience in the digital workplace, with enterprise-scale analytics for every application, all transactions, any device, and all users. Aternity's AI-powered visibility and self-healing control help IT optimize business application performance to improve employee productivity and customer satisfaction, mitigate the risk of IT transformation, and drive down the cost of IT operations. To learn more about Aternity, visit [aternity.com](https://aternity.com).

