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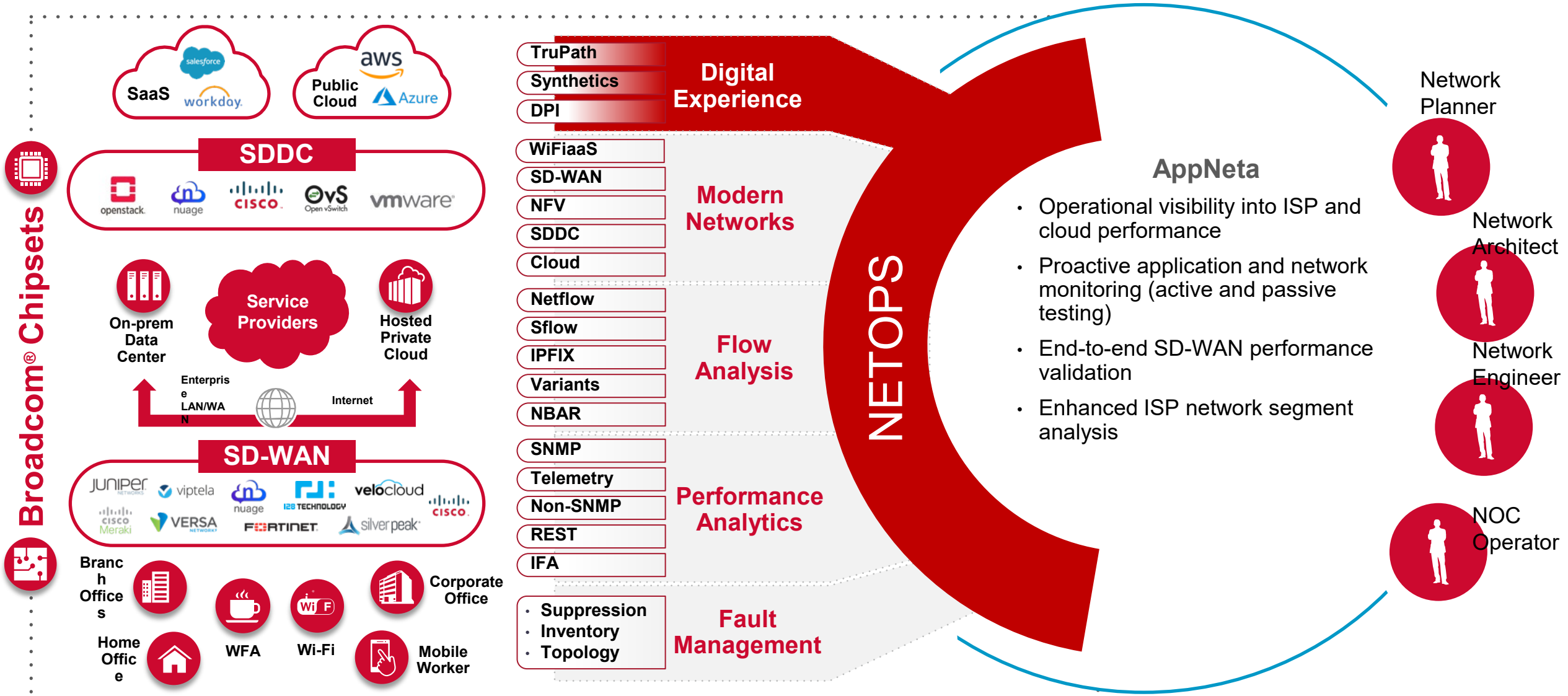
User Experience in einer automatisierten Welt

Stepan Svihla
Solution Engineering

DX NetOps for End-To-End Multi-Vendor and Multi-Cloud Coverage



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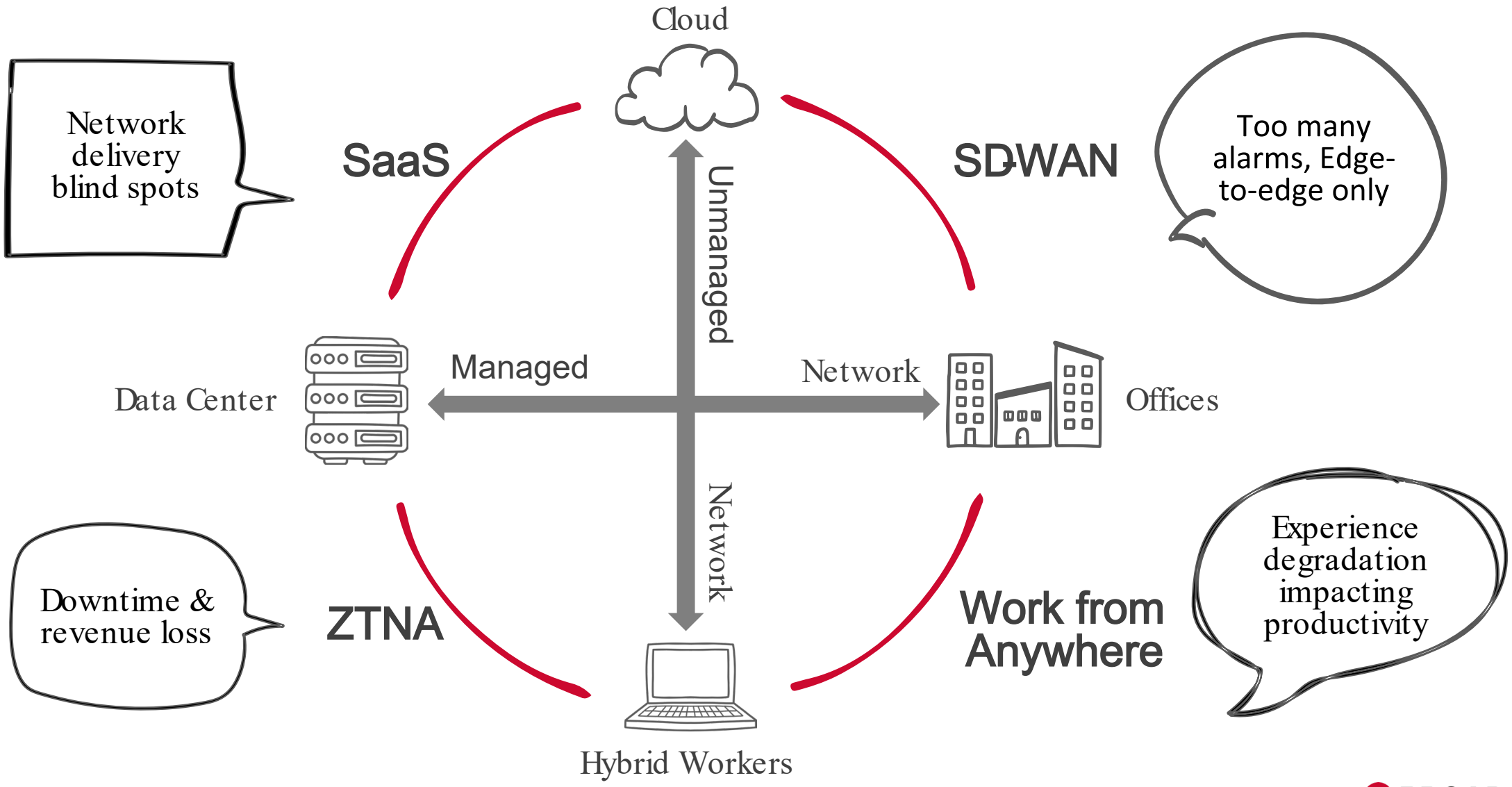
APPNETA: Ein “bißchen anders” als alle anderen



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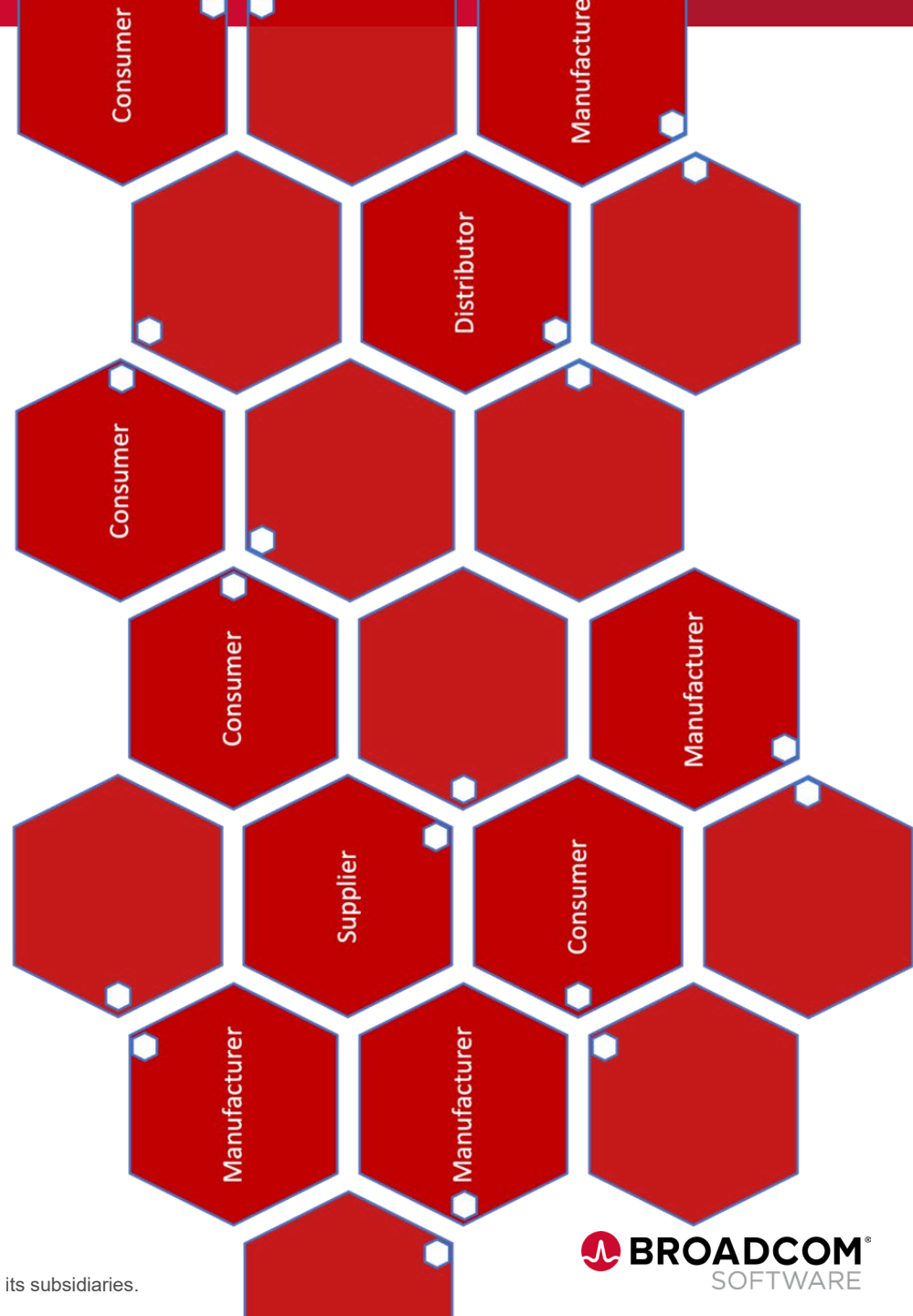
From VALUE chain to network



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AppNeta - 4 Dimensionales Monitoring

Active Monitoring Dimensions

Increase IT efficiency by dramatically reducing MTTR while isolating issues in networks outside of your control.

Network Paths (Delivery)

Web/URL (Experience)

Take proactive action with synthetic transaction monitoring to identify SaaS and web app issues before they affect users.

Passive Monitoring Dimensions

Monitor real end -user experience and identify every app in use across your distributed network.

Flows (Usage)

Packets (Usage)

Raw packet data from remote locations when and where you need it to determine the root cause of critical issues.

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Ergebnisse, die eine Bedeutung haben

- Digital UX vs silo metrics

Metrics:

- Availability/Uptime
- Packetloss / Jitter / Delay

UX:

- MOS
- APDEX

1. Select Thresholds	For any dataset, understand the measurement well enough to select appropriate **T** and **F** boundry thresheolds
2. Group results into bins	Value scale based on e.g. time, quality, accuracy
3. Count samples in each bin	Satiesfied Tolerating. Frustrated
4. Calculate Apdex formula	Apdex Score: $\frac{((Satisfied)+(Tolerating/2)+(Frustrated*0))}{(Statisfied+Tolerating+Frustrated)}$

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Vielfälltige Anwendungsfälle

- **Ist es das Netz oder die Applikatiom**
- Cloud Adoption
- SaaS Adoption
- **Netzwerk Qualität**
- Intelligente Netze(OT & IOT)

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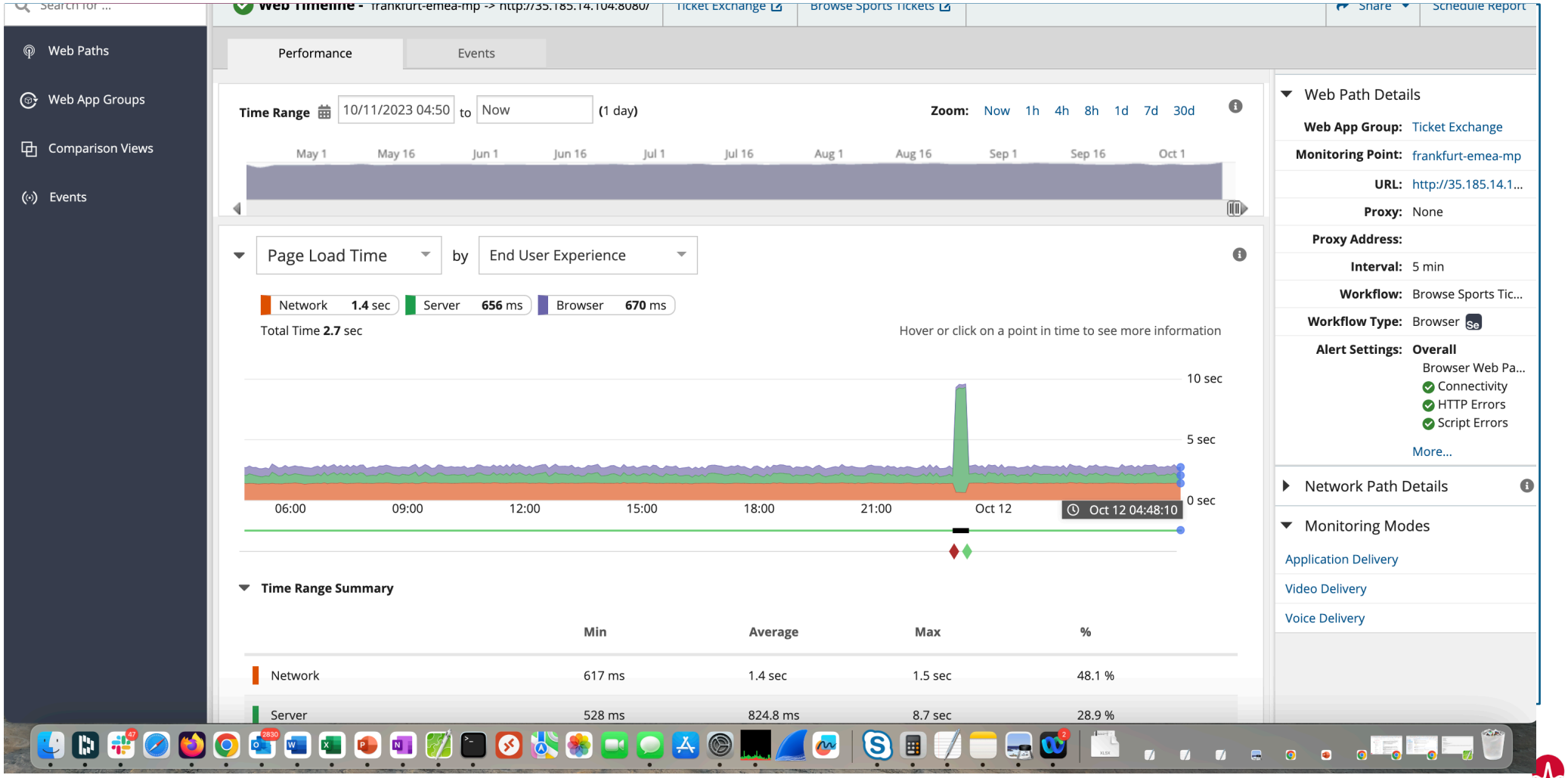
Use Case 1

Applikation oder Netz



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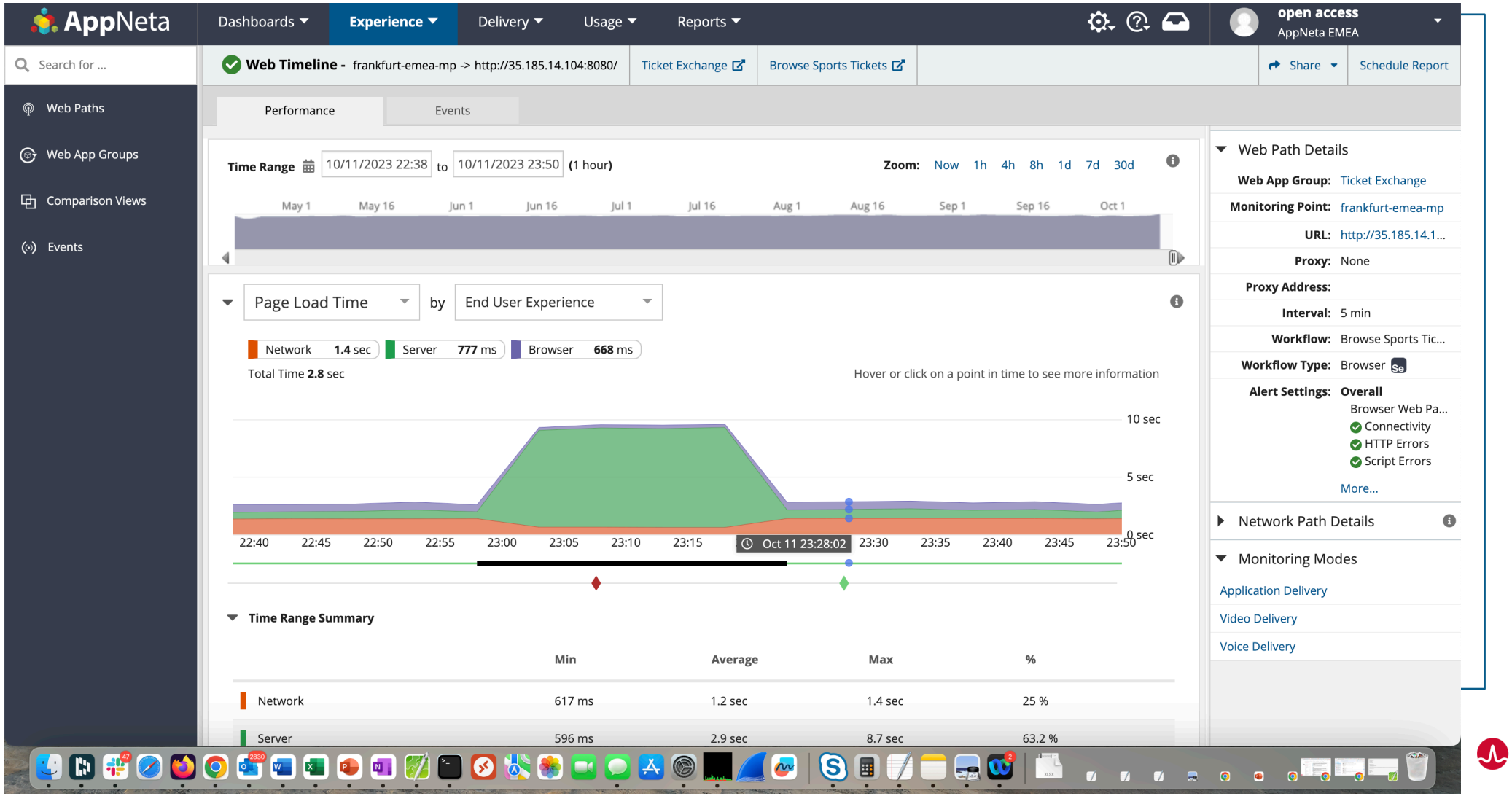
Use Case 1

Applikation oder Netz



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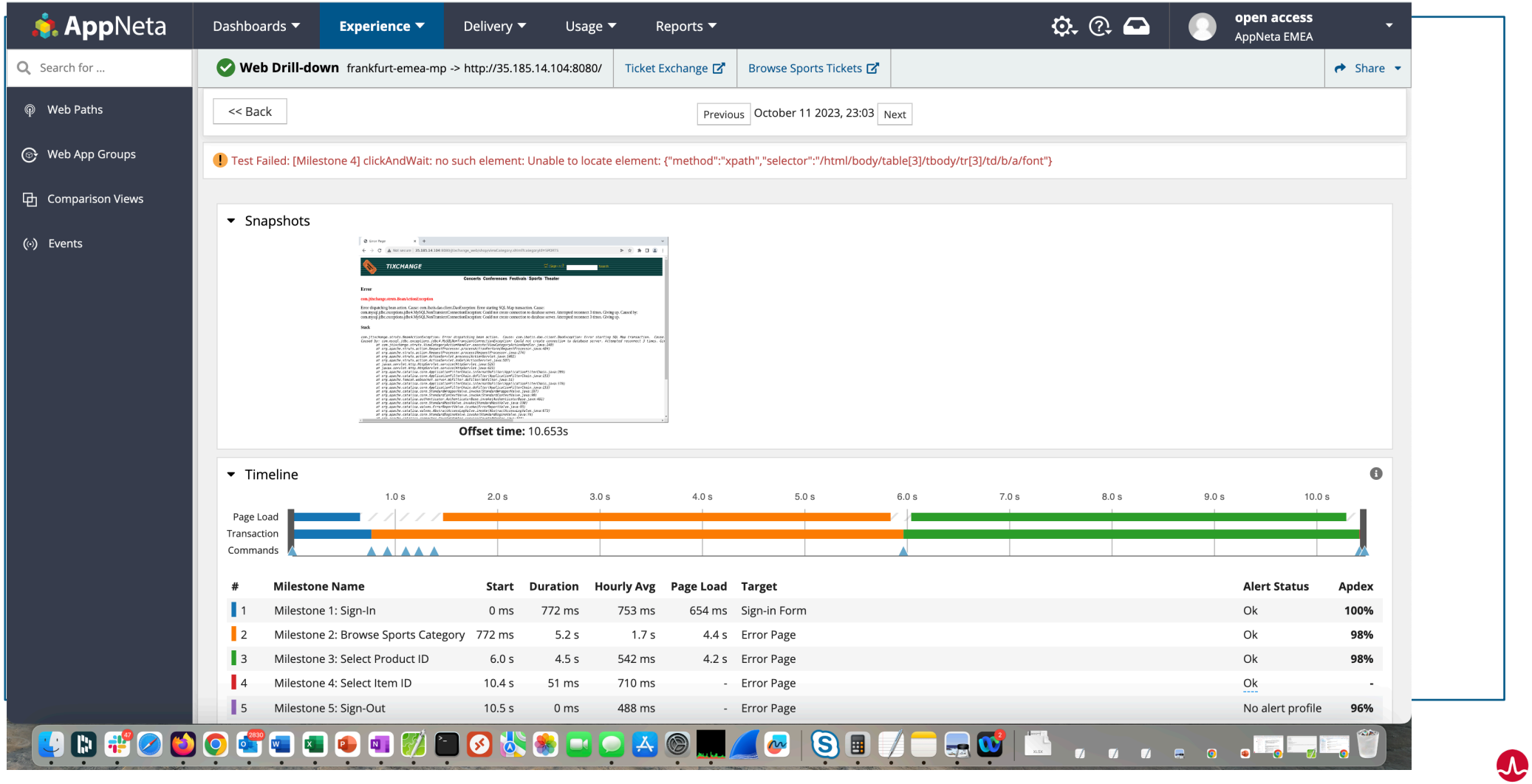
Use Case 1

Applikation oder Netz



#	Milestone Name	Start	Duration	Hourly Avg	Page Load	Target	Alert Status	Apdex
1	Milestone 1: Sign-In	0 ms	772 ms	753 ms	654 ms	Sign-in Form	Ok	100%
2	Milestone 2: Browse Sports Category	772 ms	5.2 s	1.7 s	4.4 s	Error Page	Ok	98%
3	Milestone 3: Select Product ID	6.0 s	4.5 s	542 ms	4.2 s	Error Page	Ok	98%
4	Milestone 4: Select Item ID	10.4 s	51 ms	710 ms	-	Error Page	Ok	-
5	Milestone 5: Sign-Out	10.5 s	0 ms	488 ms	-	Error Page	No alert profile	96%

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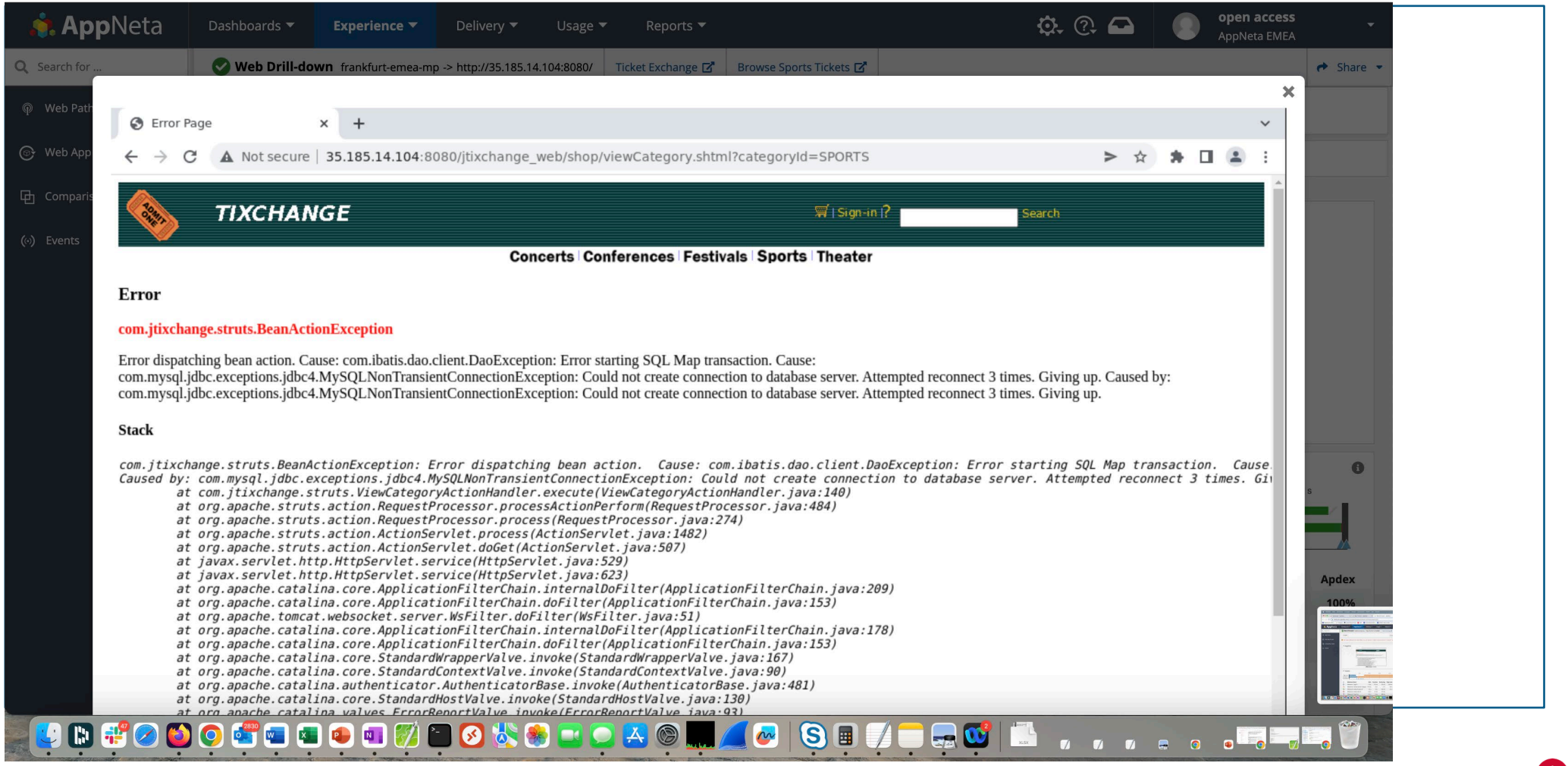
Use Case 1

Applikation oder Netz



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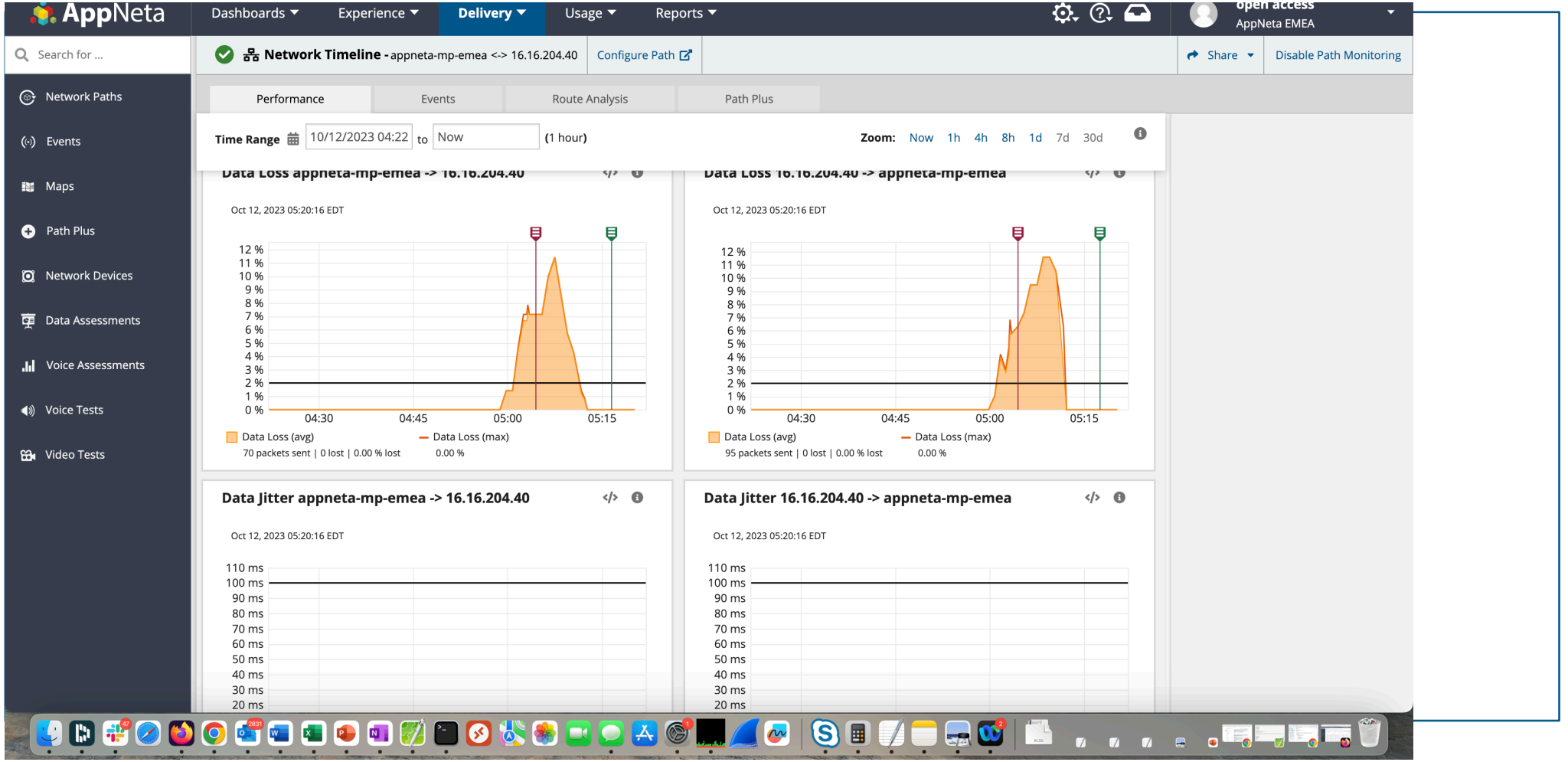
Use Case 2

Ende zu Ende Messungen



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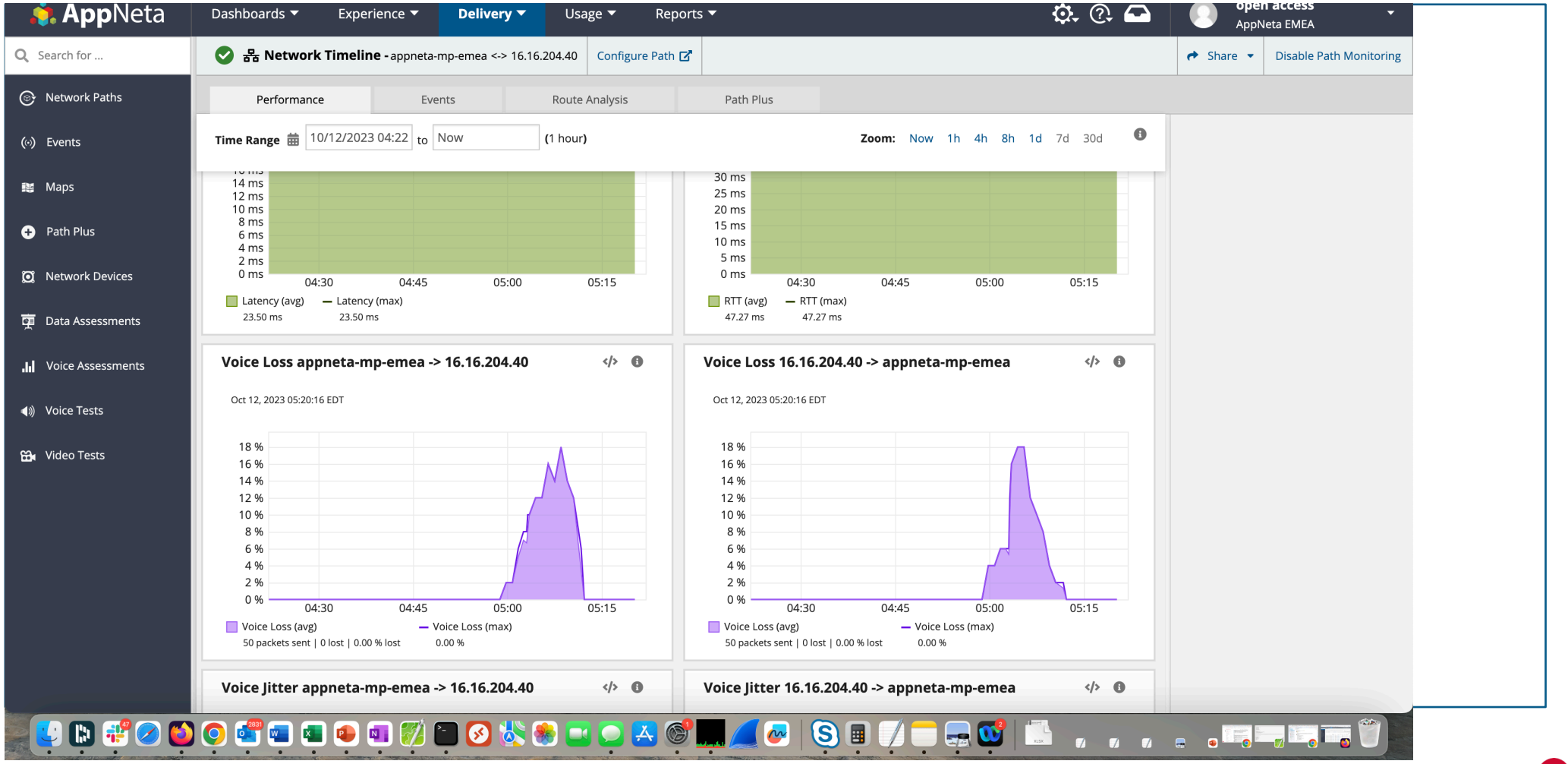
Ende zu Ende Messungen



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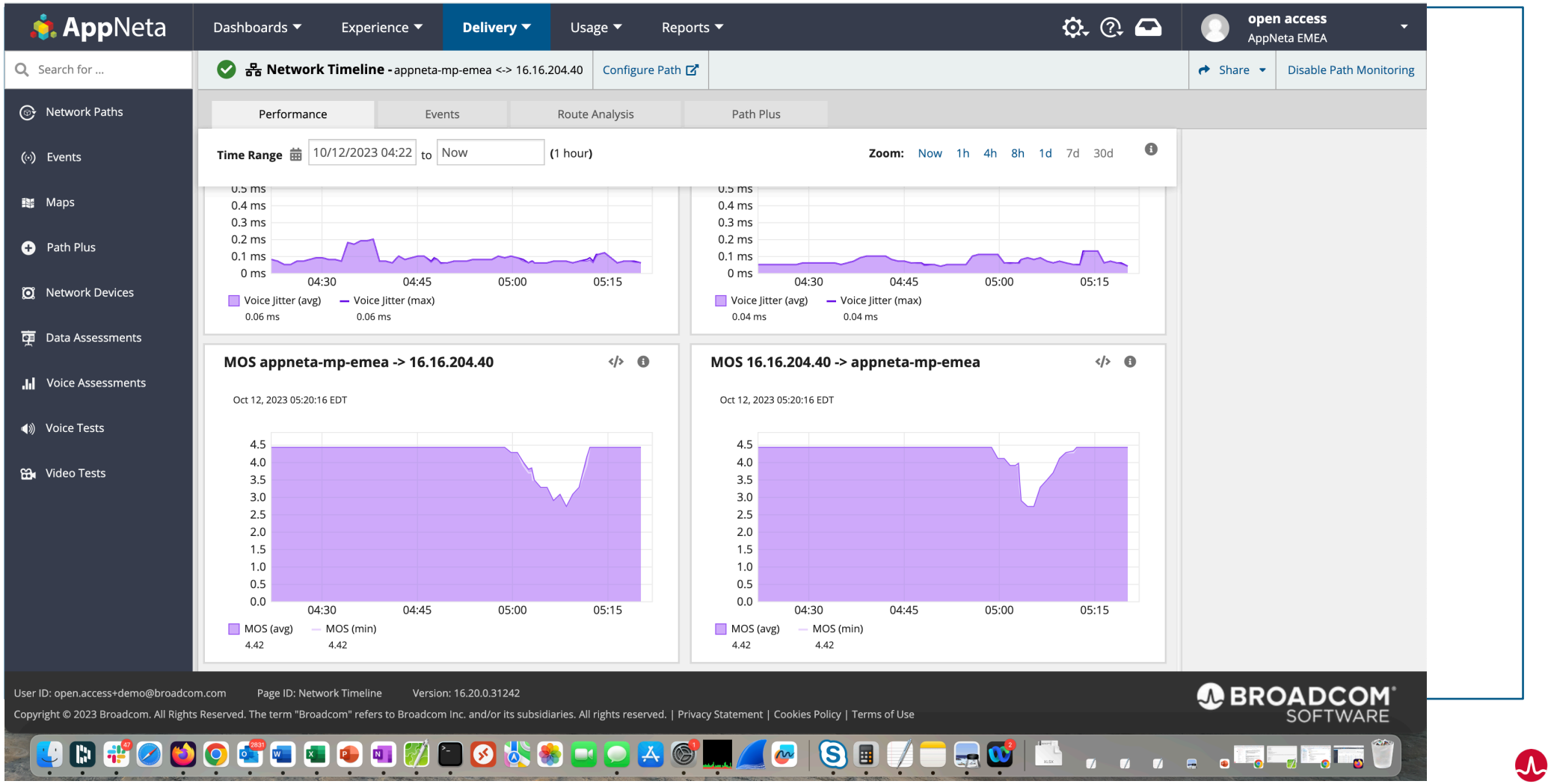

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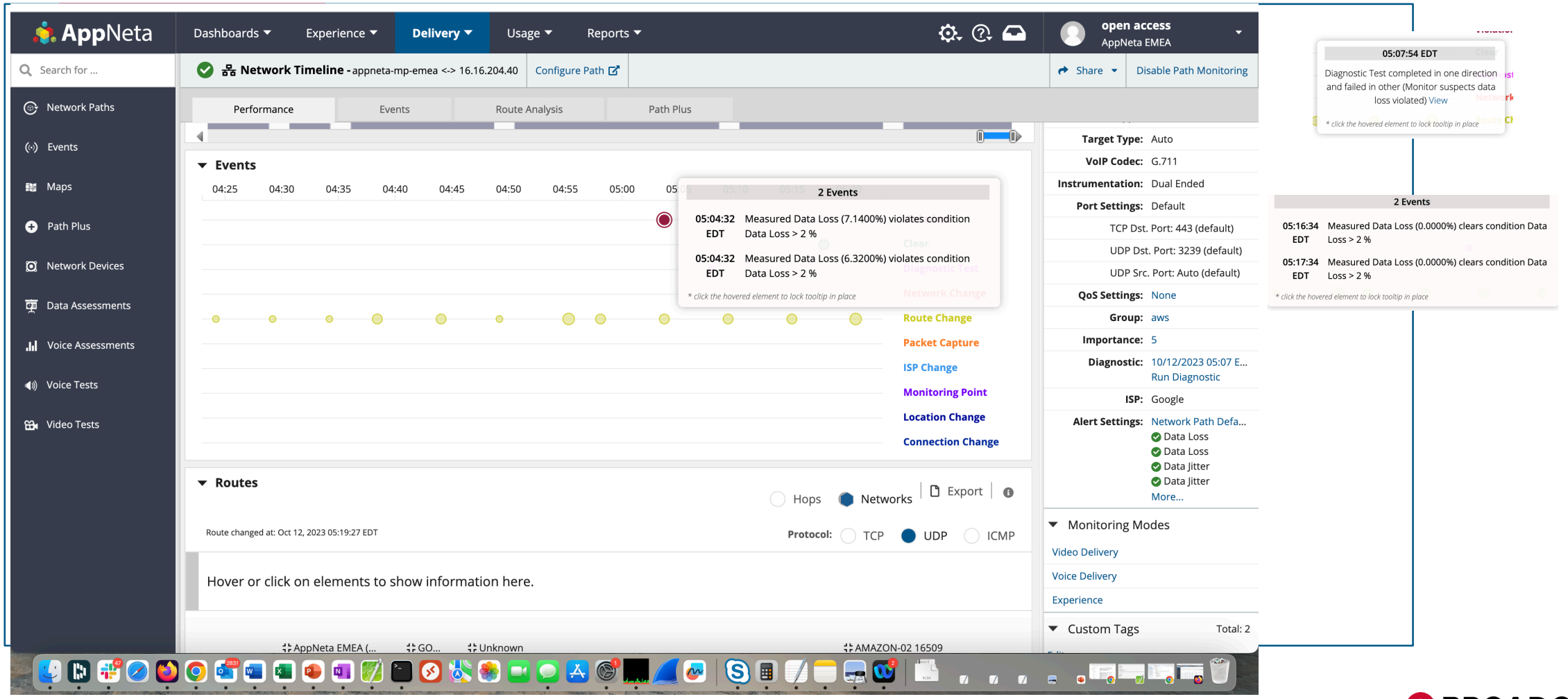

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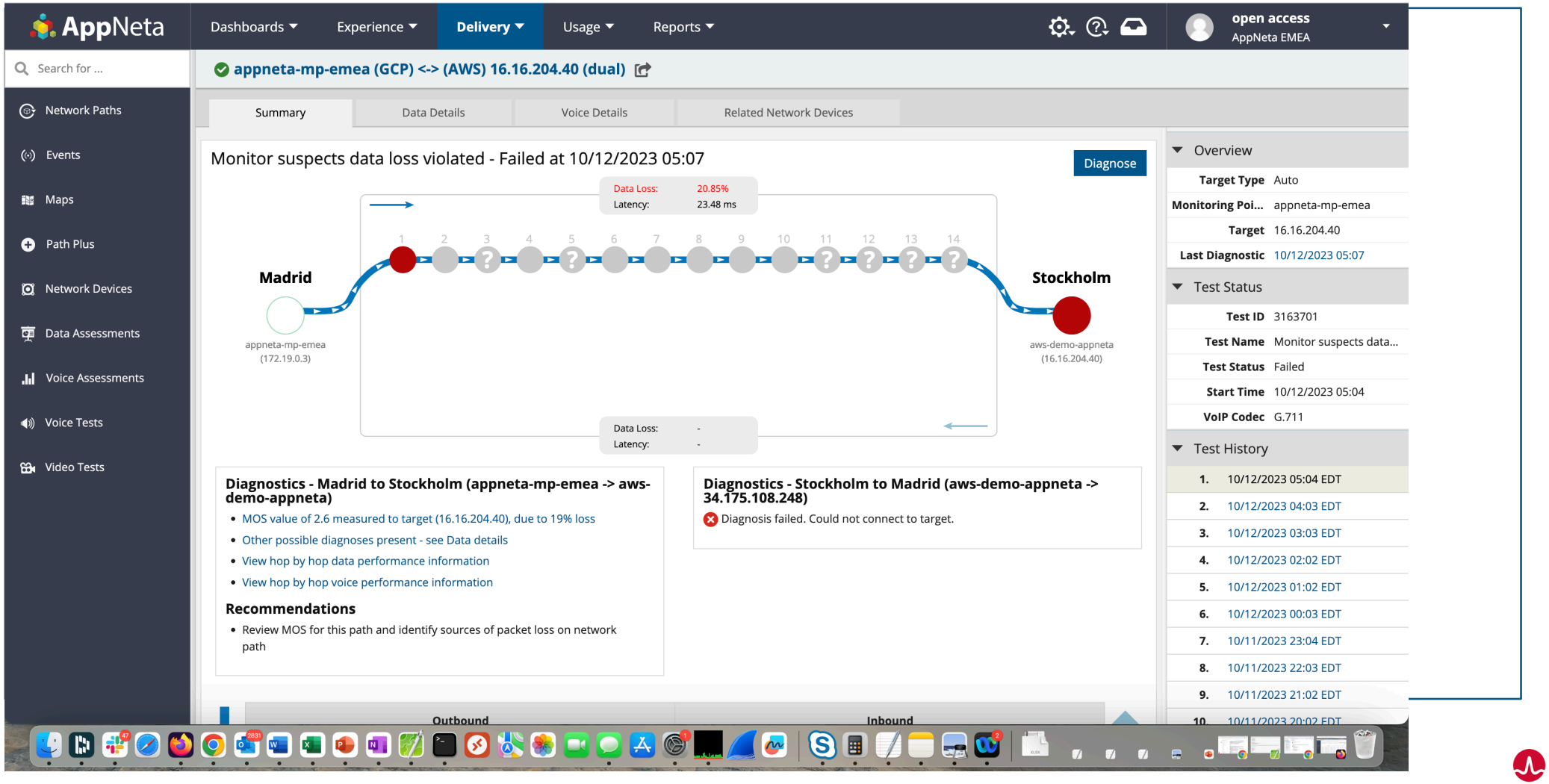

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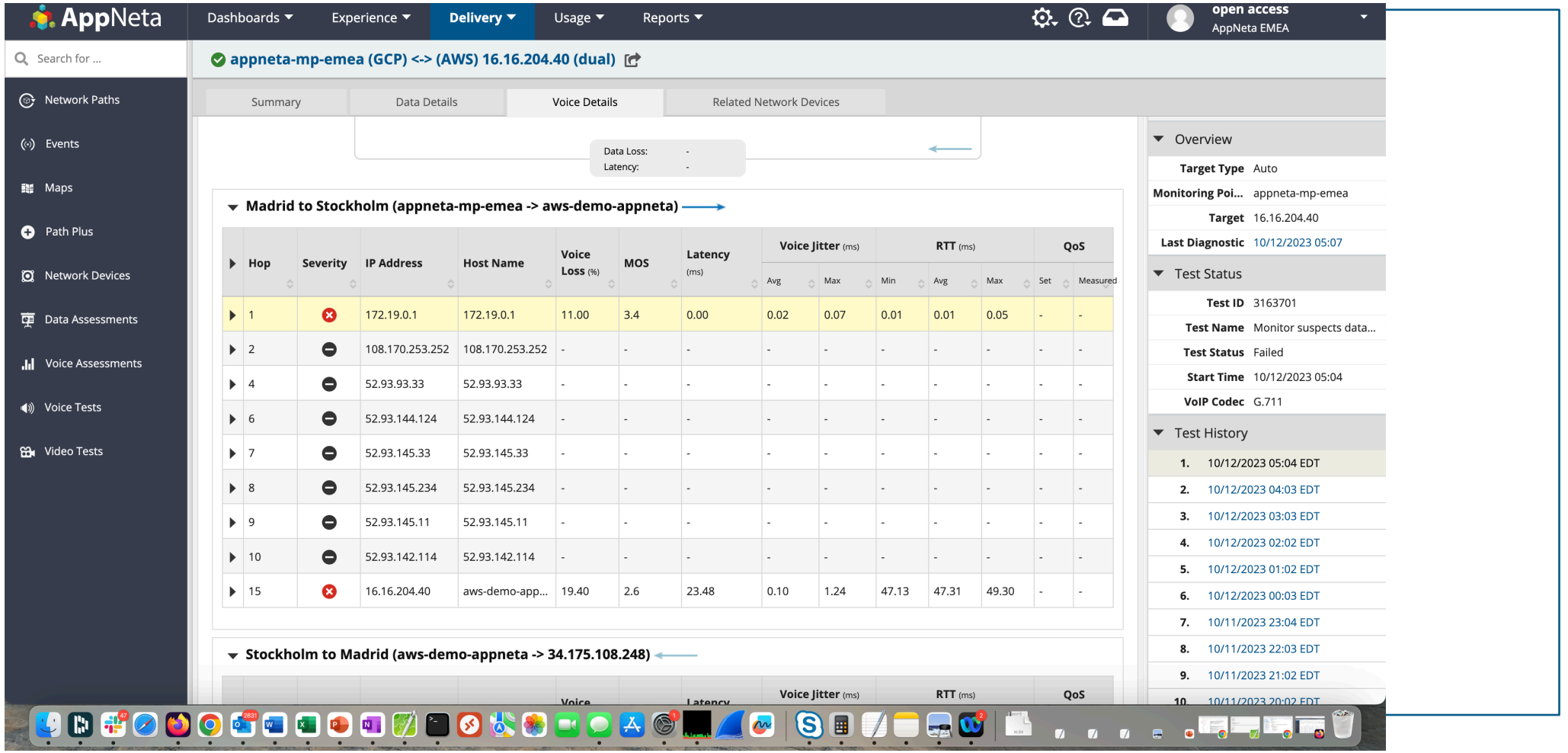

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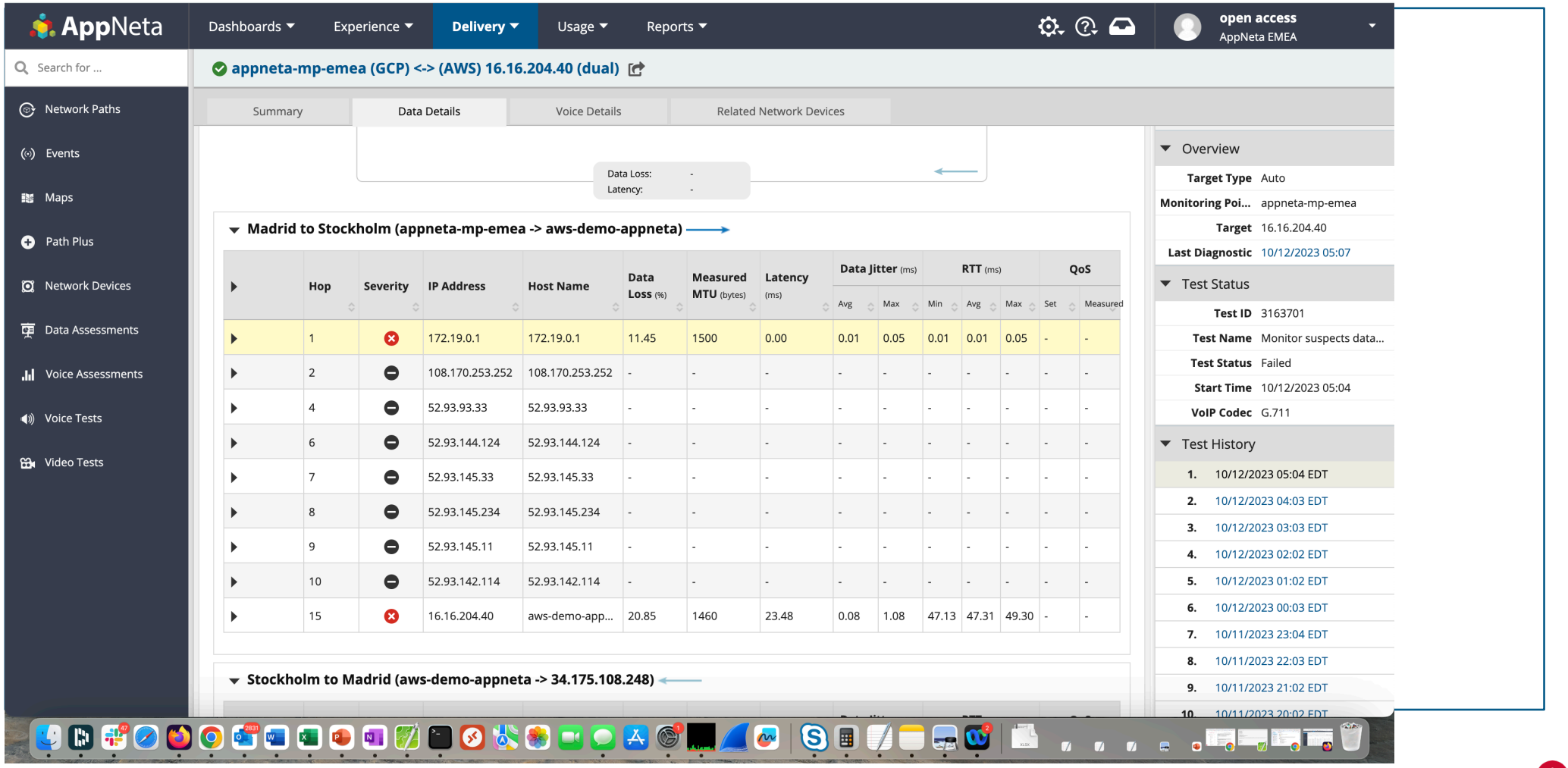

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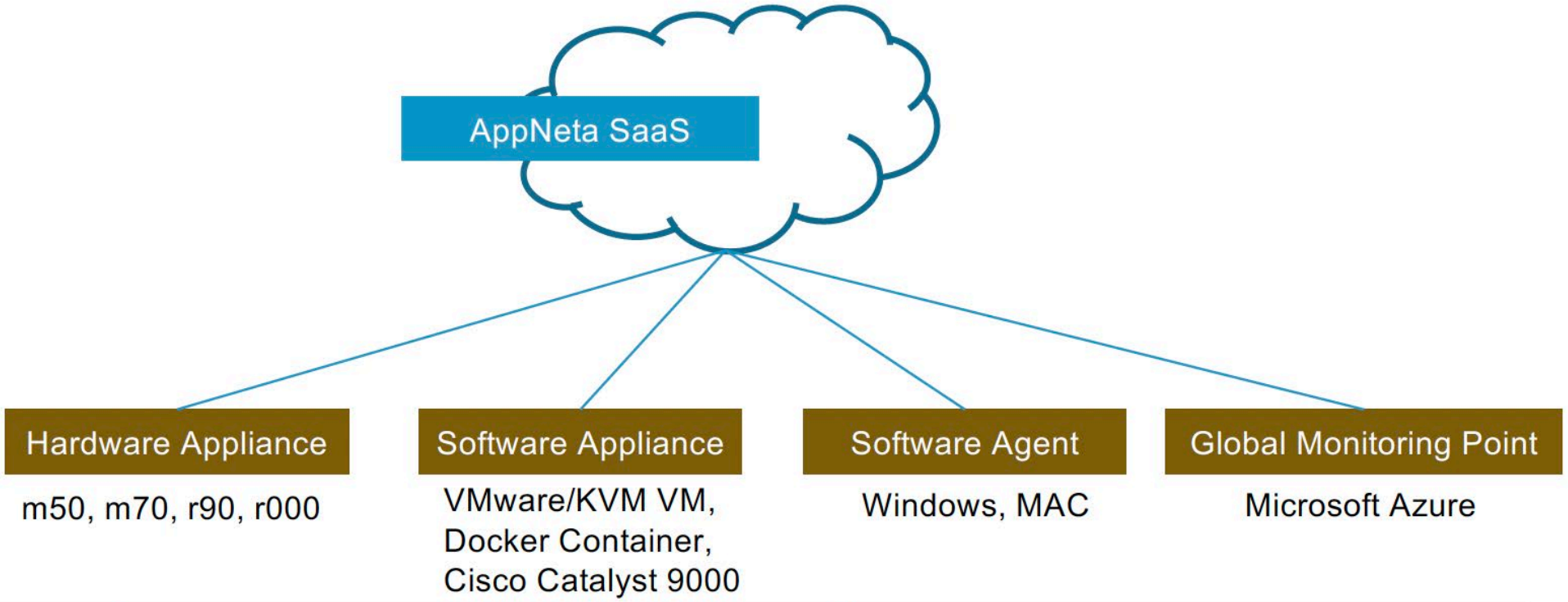
AppNeta Monitoring Point Options



SKU	Description	Notes
APPNTA990	AppNeta Universal License Unit (1Gbps,15Apps,1GMP, 50Agents)	
APNSOI990	AppNeta Small Office Appliance (International, 4 Wi-Fi Networks)	m70, 13% Hardware Support Required
APNSOA990	AppNeta Small Office Appliance	m50, 13% Hardware Support Required
APNSDC990	AppNeta Small Data Center Appliance (Requires 6 Universal Licenses)	r90, 13% Hardware Support Required
APNLDC990	AppNeta Large Data Center Appliance (Requires 12 Universal Licenses)	M70, 13% Hardware Support Required

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Thank you

And now back to what the internet was made for…