



USER EXPERIENCE MONITORING

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The success of IT systems is only partly down to the facilities and features that they provide. There is a much bigger set of mostly hidden concerns around the experience that your users or customers have when using the system. Does the system response live up to the users' expectations? Are the users seeing errors or unexpected results that they have to work around, causing frustration, lost time, or lost sales?

PREVENT ISSUES BEFORE USERS SEE THEM

It has long been known in development and support departments that users can be reluctant to report problems. The majority of users just view errors or slow performance as part of IT life, give a heavy sigh, perhaps complain to their co-workers about how appalling the system is and just put up with it.

The only problems that get reported are the ones that completely stop your users. And if those users are potential customers, you may never hear about problems, they will simply go elsewhere.

SYSTEM MONITORING FOR THE 21ST CENTURY

Networkology have partnered with Dynatrace to bring you the gold standard in tools to monitor and manage your system performance and stability.



Dynatrace observes all parts of your system, measuring all transactions, all of the time, to bring unparalleled insight into the use and operation of your IT systems. Click here to learn more: <https://networkology.com/services/performance-management/dynatrace/>

DevSecOps FOR CONTINUOUS IMPROVEMENT

What better source of information for your developers than the performance of the live system in real-world use? Dynatrace provides a wealth of information to inform your development and security teams, feeding a process of continuous improvement in the quality of your systems.

USER SESSION REPLAY

Dynatrace's unique Session Replay functions allow your team to reach back in time and see exactly what actions a user took before a system problem occurred, visually replaying their actions to give valuable insights into how users perceive your systems, and how any technical problems or behavioural irregularities are triggered.

Session Replay can significantly improve the way your team performs tasks such as:

- RESOLVE COMPLAINTS
- DETECT ISSUES
- PREMIUM CUSTOMER SUPPORT

BUSINESS AND TECHNICAL REPORTING

Drive better business outcomes across web, mobile, and IoT channels through digital application analytics that deliver real-time visibility into business KPIs and improve IT and business collaboration.



LACKING ENVIRONMENT BASELINES?

Performance baselines allow organisations to compare, alert and prepare for transformation projects, cloud-migrations or even new code releases. We offer a comprehensive range of Baseline & Auditing products and services to help, [click here to find out more:](https://networkology.com/services/performance-management/baselining-auditing/)