

Versa Digital Experience Monitoring

End-to-end visibility for superior user experience and operational efficiency

Introduction

As cloud adoption and work-from-anywhere continues, enterprises face a complex and challenging IT environment. Employees working remotely in branches, home offices, and coffee shops grapple with business app performance and connectivity issues, resulting in end-user frustration and subpar productivity. At the same time, IT organizations struggle with increasing gaps in visibility and control over end-user devices, local networks, and connectivity to cloud apps. The results are increased IT help desk tickets, dissatisfied users, IT struggling with siloed views with tools monitoring narrow views of networks and applications, and time-consuming incident triage and root-cause analysis. Ultimately, this leads to lower employee productivity, increased operating costs and decreased efficiency for IT and security teams.

Organizations need a modern solution to solve today's hybrid and remote architecture challenges. To achieve business efficiency and maintain the highest levels of user experience, enterprises need holistic and granular visibility for all segments between the end-user and the apps they're accessing.

Versa Digital Experience Monitoring (DEM)

Part of Versa's Unified SASE platform, Versa Digital Experience Monitoring (DEM) delivers unparalleled visibility across devices, networks, and applications, allowing organizations to ensure exceptional user experiences, quickly resolve performance issues, identify network misconfigurations, and streamline business operational efficiency. By aggregating metrics across regions, SSE gateways, and SaaS applications, IT and security teams can easily detect outages and pinpoint their root cause, resolving issues faster while proactively monitoring end-user experience.

How Versa DEM works

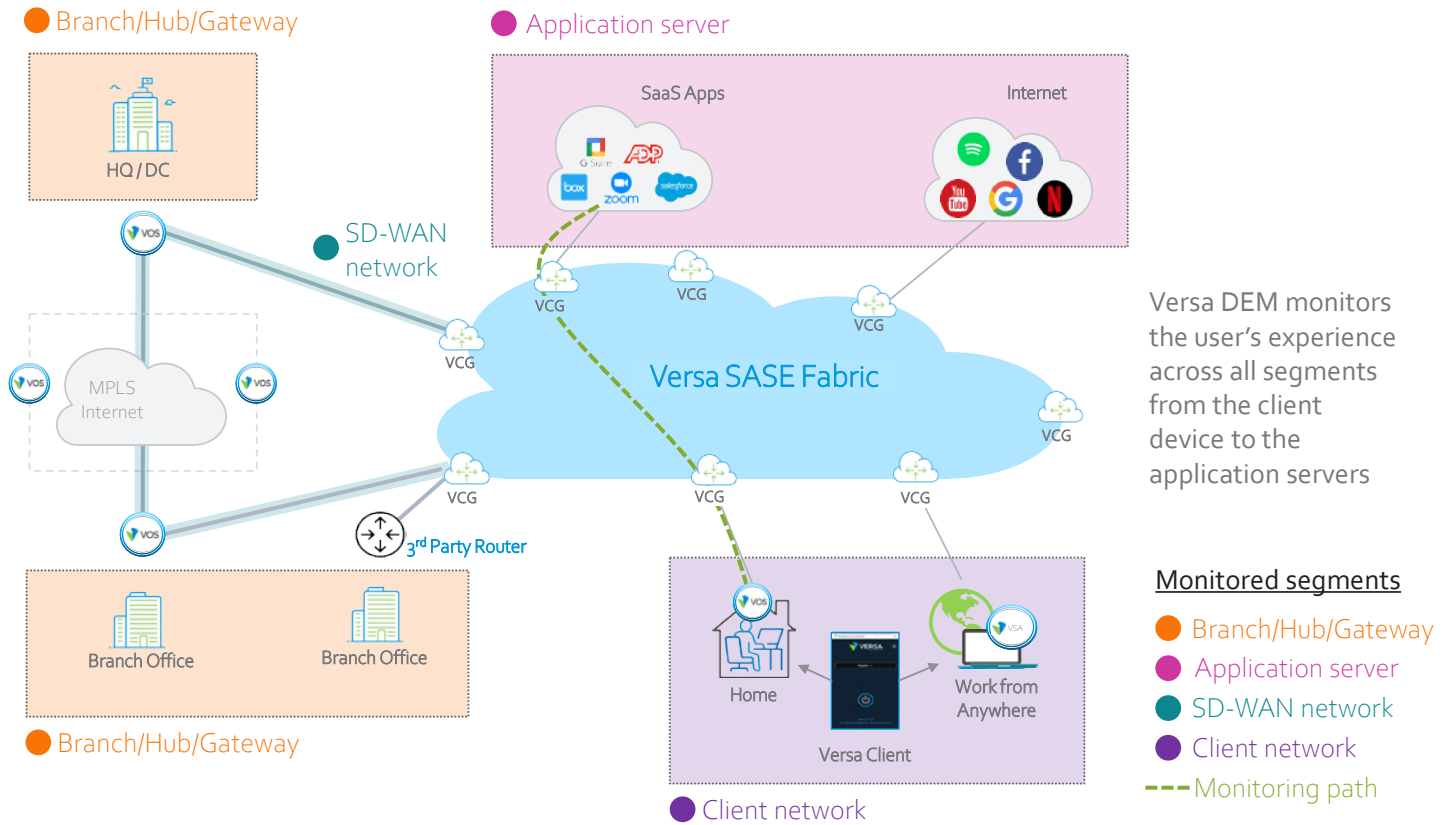
Versa DEM continuously measures performance metrics over various segments. By providing metrics and analytics for a user's device, Wi-Fi, local network, SD-WAN network, and the Internet, and applications, admins can see at-a-glance when users are experiencing performance issues. IT teams can proactively address end-user experience, manage expectations, and quickly pinpoint the root cause of performance degradations.

Key Benefits

- User experience assurance regardless of user's location
- Holistic and granular visibility into performance metrics across segments
- Superior operational efficiency through rapid triage and incident resolution
- Reduced IT ticket submissions through proactive user experience management

Key Features

- Proactive, global user experience monitoring
- Performance metrics for end-user devices, Wi-Fi, local networks, Internet, Versa gateway and cloud, and applications
- Root cause analysis for performance issues due to user devices, networks and Internet providers, or apps
- Single pane-of-glass visibility across SD-WAN, SSE, and SD-LAN with Unified SASE platform



Versa DEM monitors the user's experience across all segments from the client device to the application servers

- Monitored segments**
- Branch/Hub/Gateway
 - Application server
 - SD-WAN network
 - Client network
 - Monitoring path

Versa DEM provides end-to-end visibility across enterprise networks from user devices to the apps they're accessing

Versa Client deployed on end-user machine (laptop, mobile device) plays an important role in measuring and reporting metrics which are important for User Experience as well as for troubleshooting.

Versa Client measures and reports the resource utilization of the user device. These metrics (such as CPU utilization, Memory Utilization) help in troubleshooting performance issues which can happen due to over utilized end-user device.

Versa Client measures the LAN performance. As most users' network of choice is WLAN, getting information such as WiFi signal strength, Signal to Noise Ratio, and other key information to provide an estimate of whether the device user experience and app performance might get impacted due to local LAN network.

Versa Client uses the artificial probes towards Local Router, Cloud Gateway and the applications.

The information is collected for each user and aggregated in Analytics for historical reporting. The information is aggregated across different ISPs, different user groups and application delivery points to provide insight into the issues which might be affecting large number of users.

Benefits

Rapid triage and resolution

Each time a user reports a performance issue, a service desk member must take time to triage the issue. Based on their discovery, the ticket may be rerouted to different team members. All this requires time and resources from different departments.

With Versa DEM, root cause can be determined quickly so that more issues can be addressed directly by Tier 1 IT personnel or rerouted immediately to the right team. Fast triage and reduced time to resolution ultimately increase business efficiency and minimize disruptions for end-users.

Proactive user experience management

Versa DEM shows IT teams regional or app-specific performance issues. IT teams can push out policies to address these issues or recommend that employees use alternative apps to manage user expectations.

Ensure great user experiences

Versa DEM gives a quick view of how users are accessing and experiencing services, no matter where they are. IT teams can see and fix problems before users notice them. They can manage user expectations when it comes to performance issues or give tips on how to improve their experience, like moving closer to a Wi-Fi access point or free up computer resources.

See everything

Versa DEM solves the visibility problem for hybrid workforces. Versa's unified platform console, Concerto, provides detailed monitoring to see performance metrics for all segments between the user's device and the app they're accessing. Instead of siloed views from multiple tools, admins get a single, unified view into everything, which also simplifies policy updates.

Make IT teams faster and better

Versa DEM helps IT and security teams quickly find and fix performance problems. Instead of losing valuable time and resources figuring out whether performance issues are because of the end users' environment, a service provider, or an app itself, IT teams can quickly pinpoint where the issue lies. They can also use built-in AI tools to help with troubleshooting. Faster teams also have the added benefit of improving efficiency and lowering operating costs.

Key Features

<p>Endpoint monitoring</p> <p>Monitor user device health with performance metrics on CPU, memory, disk, and battery resources.</p>	<p>Wi-Fi insights</p> <p>Determine Wi-Fi quality for individual users by monitoring Wi-Fi signal, Tx/Rx rates, etc..</p>	<p>App monitoring</p> <p>Get performance insights for business apps. [DNS lookup time, TCP connect time, SSL handshake time, HTTP latency, time to first and last byte</p>
<p>Network monitoring</p> <p>Get performance metrics for local networks, last mile connectivity, and SD-WAN networks such as latency, jitter, and loss to ISPs.</p>	<p>User experience ranking</p> <p>Easily see individual user experiences in relationship to their peers in the same region.</p>	<p>ISP insights</p> <p>Get performance metrics for a user's ISP such as latency, jitter, etc.</p>
<p>Unified analytics dashboard</p> <p>End-to-end visibility across the entire Versa SASE infrastructure.</p>	<p>Global map visualizations</p> <p>View global overview of performance issues and users affected.</p>	<p>Root cause analysis</p> <p>Pinpoint root cause of accessibility and performance issues based on network segment.</p>
<p>Automatic service degradation detection</p> <p>See at-a-glance whether service is degraded across a certain population or region.</p>	<p>Advanced metrics</p> <p>Use advanced probes to report AS Number, hop-by-hop data, etc. for each segment.</p>	<p>Continuous performance monitoring</p> <p>See performance metrics across all segments regardless of where the user is located and what apps are accessed.</p>
<p>Impact analysis</p> <p>Determine scope and users affected by access and performance issues</p>	<p>Self service</p> <p>Empower users to improve their own user experience, such as moving closer to a Wi-Fi access point.</p>	<p>Native SD-WAN integration</p> <p>Leverage Versa Secure SD-WAN for additional insights, policy control, and a complete, unified SASE solution.</p>

Versa DEM Components and Deployment

Three components are needed to run Versa DEM:

1. Versa Client

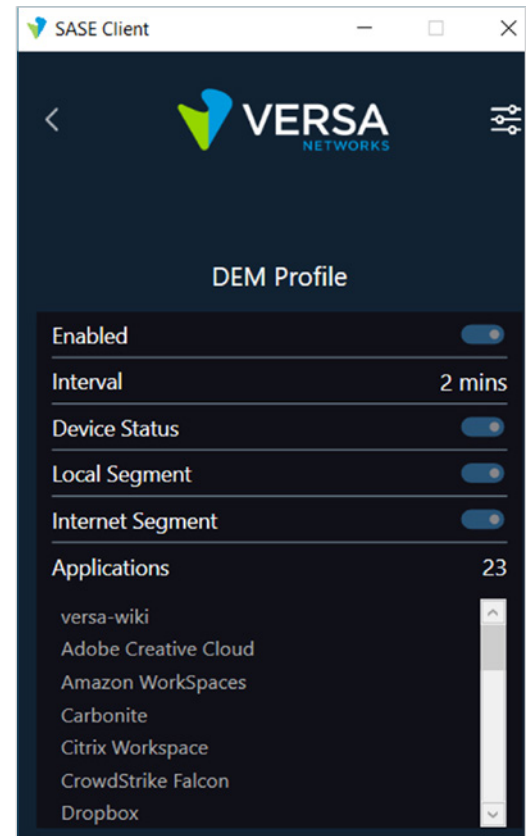
The Versa Client is lightweight client installed on the end-user's device. It performs end-to-end monitoring of the user's network(s) and application performance by periodically sending out synthetic probes. Existing Versa SSE customers will already have this client installed. Versa SD-WAN customers who do not have SSE will need to have this client installed on end-user devices.

2. Versa Cloud Gateway or SD-WAN CPE

The VCG or SD-WAN CPE, which runs [Versa VOS \(Versa Operating System\)](#), consolidates metrics from the Versa Clients and reports them back to the Analytics Console. It also enhances DEM data by conducting performance metrics of its own. The VCG or SD-WAN CPE is also responsible for configuring DEM profiles on the Versa Clients.

3. Versa Analytics

Client and gateway performance data are all reported into [Versa Analytics](#). Versa Analytics uses this data to provide end-to-end visibility for all users and actionable insights. IT teams use the Versa Analytics dashboard to monitor user experiences and troubleshoot performance issues.



Versa Client, a component of Versa SASE and DEM

Versa DEM is part of Versa's centrally managed Unified SASE platform, which can be delivered via the cloud, on-premises, as a hosted service, or as a blended combination.

Versa DEM is available for both Versa SSE and SD-WAN customers.

Product plans and Licensing

DEM Capabilities	Essential*	Professional**
Health monitoring of SaaS app connectivity	X	X
Health monitoring of custom app connectivity	X	X
Health monitoring of access network connectivity	X	X
User device health monitoring	X	X
Number of apps supported for health monitoring	3	50
App and device health polling interval	15 min	5 min
Data retention	2 days	30 days
Advanced probes (AS number, hop-by-hop data)		X
API based access to DEM data		X

* Versa DEM Essential is included as part of their SSE service for all Versa SSE customers

** Versa Secure SDWAN and Versa SD-Secure customers can add-on Versa DEM Professional to their subscription

Versa DEM comes in two tiers: Essential and Professional. Capabilities for the two tiers are listed in the table above. Versa DEM Essential tier is included and available to all Versa SSE customers. The Professional tier is an add-on license which can be enabled for Versa SSE and SD-WAN customers.

About Versa Networks

Versa Networks the leader in SASE offers fully featured SD-WAN with integrated NGFW/UTP, ZTNA, advanced scalable routing, SD-LAN, genuine multi-tenancy, big-data based analytics and latest AI-ML technologies as part of its single stack software solution. Versa Networks is privately held and funded by Sequoia Capital, Mayfield, Artis Ventures, Verizon Ventures, Comcast Ventures, Liberty Global Ventures, and Blackrock Ventures.

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