# Monitor SaaS & Web Apps From The Employee's Browser
Diagnose Business-Critical Performance Problems Everywhere

Ensure every employee is successful, productive, and highly available with business-critical SaaS and Web applications like Salesforce, Workday, Microsoft Office 365, and SAP. Monitor cross-server dependent infrastructure like VPNs, proxies, and SSO. No matter where employees work, easily capture the entire digital experience experience for applications you don't own and can't instrument. Configure specific domains and apps to measure metrics only for the applications that matter.

Service Watch Browser offers unmatched visibility into the performance of cloud, web, third-party, internal, or external services from an employee's perspective. Even if an application is operational, it may not be fast enough, so users will disengage. And often, IT finds it difficult to evaluate which pages have the longest response time and if the problems are on the server side, front-end, home network, or in transit.
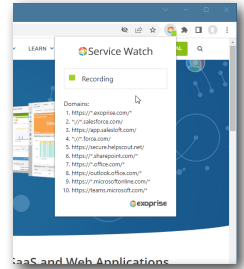
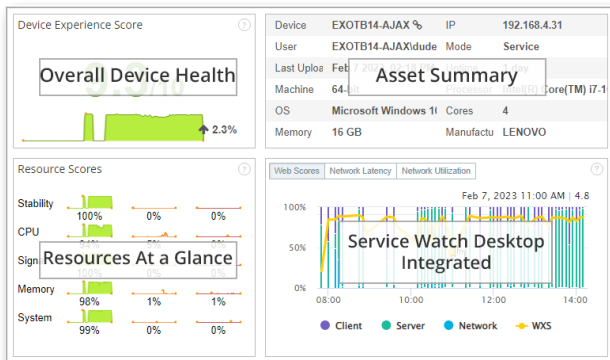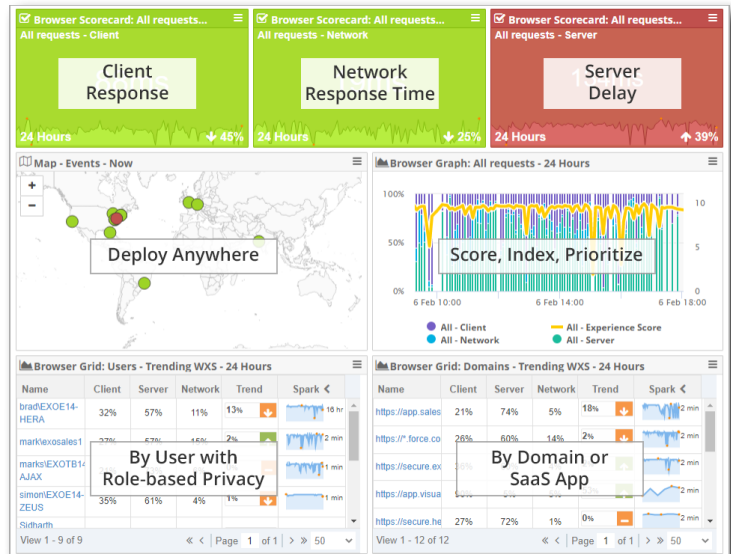**Pinpoint Bottlenecks in the Client, Server, or Network**

Monitor Only the Domains and Applications You Care About

Recover Service Level Violation Credits For Outages and Errors

Get Visibility Into the Hop-by-Hop Network Path

- Browser Scorecard: All requests - Client / Client Response / 24 Hours 45%
- Browser Scorecard: All requests - Network / Network Response Time / 24 Hours 25%
- Browser Scorecard: All requests - Server / Server Delay / 24 Hours 39%
- Map - Events - Now / Deploy Anywhere
- Browser Graph: All requests - 24 Hours / Score, Index, Prioritize
- Browser Grid: Users - Trending WXS - 24 Hours / By User with Role-based Privacy
- Browser Grid: Domains - Trending WXS - 24 Hours / By Domain or SaaS App

- Device Experience Score / Overall Device Health 2.3%
- Asset Summary
- Resource Scores / Resources At a Glance
- Web Scores / Network Latency / Network Utilization / Service Watch Desktop Integrated

→ Service Watch Browser is included as part of Service Watch Desktop for complete visibility into the end user experience

→ Ensure user privacy by monitoring only IT defined services and applications

→ Records and scores the transactional, domain, and user experience without having to predefine anything.

→ Supports MacOS, Windows, Linux, and more

→ Securely deploys from the Browser web stores, standalone installers, or included alongside Service Watch Desktop

→ Monitor cross-server dependencies, CDNs, proxies, VPNs, and more via the end user's perspective even when you don't own the infrastructure or app

Browser-based SaaS Monitoring Use Cases

Visualize SaaS Experiences

See real-time, historical, and crowdsourced SaaS performance. Get proactive, end-to-end alerts for business-critical apps and remote employees.

Improve Help Desk Efficiency

Quickly locate and identify user issues, pinpoint the problem, and escalate to the appropriate teams for fast and efficient troubleshooting.

Solve Problems for Remote Workers

Ensure hybrid & remote users have as optimal experiences with SaaS and IT services as users that are in the office. Analyze Wi-Fi, VPN, and ISP performance.

Migrate SaaS & Web Apps Confidently

Proactively monitor the success and transition to new apps or versions of SaaS and homegrown web applications.

Drill and filter for visibility into the slowest transactions per user, site, domain, and app.

Decipher whether it's a slow client, network, or provider problem.
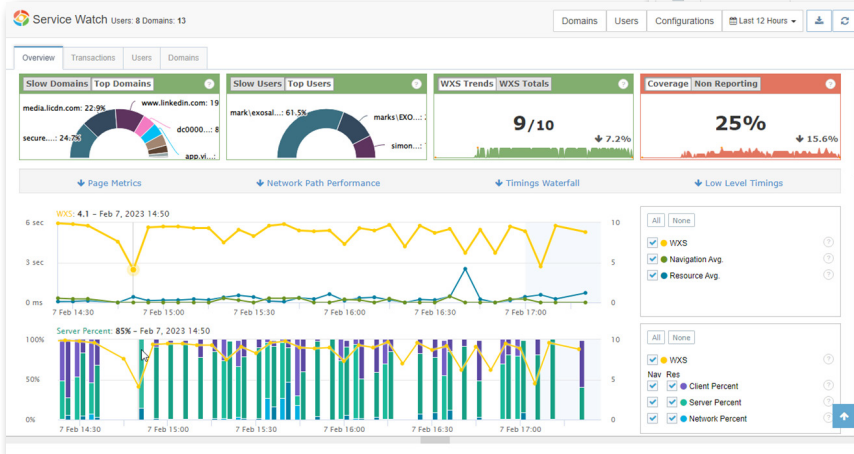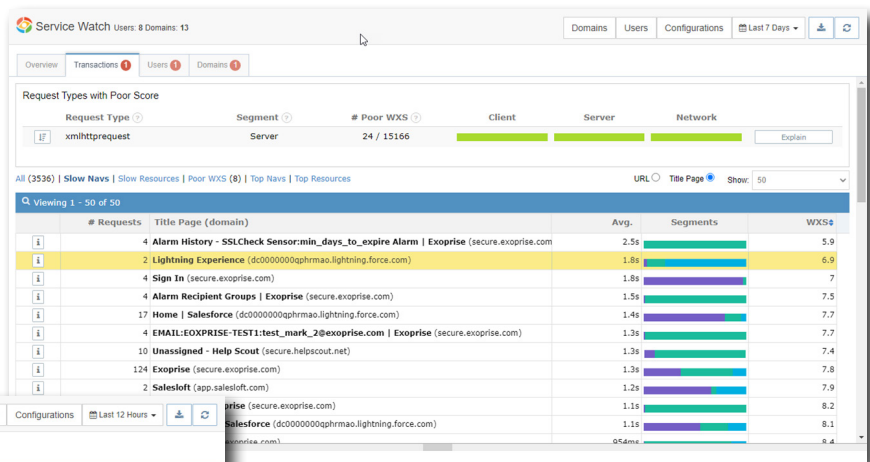
Compare performance and SaaS application usage across users, domains, and transactions without lengthy configuration.

Role-based privacy controls ensure a focus on business apps and protect privacy.

Ready to deliver superior SaaS digital experiences? Schedule a Demo

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exoprise

260 Bear Hill Road
Suite 207
Waltham, MA 02451
1-855-EXO-PRISE
1-855-396-7747

www.exoprise.com
sales@exoprise.com

About Exoprise

Exoprise is a platform for end-to-end visibility into the networks and applications your organization relies on. Transform your IT with **CloudReady synthetics** for proactive detection and quick resolution. Secure and complete coverage with **Service Watch** real-user monitoring, no matter where employees work. Find and fix problems faster and improve operations for your entire business.