Pros and Cons of End-User Experience Monitoring Approaches

There are no shortages of end-user experience monitoring solutions on the market. It's a testament to the need to provide an excellent experience for all your users on any enterprise application and on any device—physical, virtual, and mobile. The chart below covers the differences among end-user experience monitoring approaches.

Approach	Description	Pros	Cons
Synthetic Monitoring	Emulates the user experience using scripts	Good for identifying availability issues, especially for applications that are not used around the clock	Time-consuming to maintain scripts Doesn't map to a specific user's issues
JavaScript Injection	Injects JavaScript code into a web app to time what happens on the end user's browser	Good for web apps and hybrid mobile apps, including 3rd party	Works only for web applications and hybrid mobile apps No visibility into the user's device
Network-based Packet Capture	Uses devices placed on the network to aggregate and filter traffic for analysis	Can use network data that is being collected for security and network operations teams	Becomes more expensive as network speeds increase No visibility into the user's device
Physical and Virtual Device Monitoring	Uses light-weight agents to monitor device health and performance and some application information	Tracks device metrics like resource utilization and health Some can identify installed applications and app crashes	No visibility into what users actually see when they use their apps Cannot correlate app health with device health and network performance
Riverbed End-User Experience Monitoring	Monitors the performance of applications as they render on the screen. This provides application context when validating the impact of strategic or tactical IT change or troubleshooting.	Combines device health, application performance, and application usage metrics to complete context for user experience Monitors the user experience of every type of app in the portfolio on any type of device Key component of Riverbed Digital Experience Management, which unifies user experience, application, infrastructure, and network visibility to proactively improve performance	Requires other Riverbed components for APM and NPM

See how Riverbed's solution for end-user experience monitoring can help you improve workforce productivity and boost customer satisfaction. Try SteelCentral Aternity today.