6 Facts that Will Make You Rethink End User Experience Monitoring

Consider these 6 facts as you determine how you will ensure excellent digital experience for all your users.

FACT #1

It takes 12 positive user experiences to make up for 1 unresolved negative experience1.

Proactively monitoring the user experience is crucial to resolving issues before they impact your users. End user experience monitoring bridges the budget for performance of each individual user and proactively warns you of changes.

FACT #2

90% of users reported they stopped using an app due to poor performance and 86% deleted or uninstalled at least one mobile app because of problems with its performance2.

Acquiring new customers is far more expensive than satisfying existing ones. When apps are frequently updated, it’s critical to validate the impact of changes on your users.

FACT #3

The global mobile workforce is set to increase to 1.87 billion people in 2022, accounting for 42.5% of the global workforce3.

Mobility and BYOD provides flexibility for the workforce yet adds complexity for IT. IT is still responsible for delivering an excellent end user experience from anywhere, for all enterprise applications, on any type of device.

FACT #4

Employees expect cloud applications to perform the same or better than on-premises applications even though IT has less control4.

Consumer apps have led to high performance expectations. Cloud vendors SLAs are tied to uptime and limited to what they control, yet internal IT departments are still responsible for the user experience. They need real-time data to collaborate with cloud vendors to resolve problems.

FACT #5

Employees expect cloud applications to perform the same or better than on-premises applications even though IT has less control.

Cloud and on-premises flexibility for the workforce yet adds complexity for IT. IT is still responsible for delivering an excellent end user experience from anywhere, for all enterprise applications, on any type of device.

FACT #6

Employees expect cloud applications to perform the same or better than on-premises applications even though IT has less control.

Cloud and on-premises flexibility for the workforce yet adds complexity for IT. IT is still responsible for delivering an excellent end user experience from anywhere, for all enterprise applications, on any type of device.

Sources

2  https://www.impactbnd.com/blog/user-experience-stats-infographic
4  Riverbed, State of Cloud Monitoring, 2018
5  https://www.thinkhdi.com/~/media/HDICorp/Files/Library-Archive/Insider%20Articles/cost-per-ticket-per-user.pdf
7  https://www.techvalidate.com/collections/aternity-results