Mobilize and manage your remote workforce

Get insight into the impact of the shift to remote work on employee experience.

Master the paradigm shift to remote work

The paradigm shift to remote work is uncharted territory for many global enterprises. Organizations are adapting from a management and IT perspective. But IT and business leaders also need to assess the impact of the shift to remote work on employee productivity. They must manage the step-jump increase in remote work and collaboration app usage, while providing devices fit for purpose and controlling costs in a time of business uncertainty.

Companies must address three main challenges:

- **Business continuity**: Deliver the same performance to remote employees as they get in the office
- **Drive collaboration**: Manage the complex range of multiple collaboration tools
- **Cost and service pressure**: Handle the increase in ticket volumes and costs while delivering better service
Managing the shift to remote work with Aternity

Aternity Digital Experience Management unifies End User Experience Monitoring (EUEM) and Application Performance Monitoring (APM) to address the unprecedented changes created by this abrupt shift to remote work. Aternity’s AI-powered analytics and self-healing control enable IT to improve employee productivity and customer satisfaction, ensure the performance of collaboration and customer-facing apps, drive down the cost of IT operations, and mitigate the risk of IT changes necessitated by this shift.

Measure ACTUAL employee experience

Maintain customer service levels by monitoring users’ interactions with applications in the context of a business workflow.

- Validate user complaints automatically—no need for excessive user interrogation or stopwatch timing
- Troubleshoot in real-time and historically, non-invasively, without impacting employee productivity
- Isolate problems to the user’s device, the network, or the backend to reduce finger-pointing
- Resolve issues quickly by drilling into device details to pinpoint device components causing the problem

Review all of an employee’s applications running on any device. Identify every business activity performed, and track response time vs. baseline. Use color-coded status to immediately validate complaints of poor application performance.
Analyze collaboration app adoption and performance

Analyze the performance of collaboration apps like Office 365, Teams, Webex and Zoom to identify key trends in call usage and quality.

- Review call usage and performance trends, by department, geography, device type and OS across the organization
- Track failed calls, dropped calls, and MOS over time to identify the impact of busy hours on performance
- Correlate call quality to the underlying device performance and user attributes, to isolate the likely cause of problems
- Compare performance before and after app and infrastructure changes to ensure they result in better service

"We want employees to have access to everything on one device...to work from anywhere with an internet connection. Aternity has enabled us to deliver against all our success criteria. Performance, the monitoring of applications, fast page load times... It has excelled in every use case."

Stefan Somogyi | System Specialist Expert | Raiffeisen Group
Drive down costs and improve service with self-healing

Automate the recovery actions to the most commonly expected device, OS, or app issues, so employee experience isn’t affected and no trouble tickets are required.

- Develop automated remediation actions tailored to your run book processes to improve service, reduce operational costs, and raise first level resolution rates
- Generate proactive alerts to 3rd party systems like ServiceNow when performance deviates from expected levels
- Isolate the likely cause of end user problems by analyzing the characteristics shared by affected users, then drill down into the details of the application or device
- Drill down to Aternity APM to investigate problems in application transactions with a single click

Create remediation actions tailored to your run book work processes, determine whether to run them automatically or with user control, then customize the end user notification.

Get started today

Aternity provides insights to Global 2000 companies around the world to help them maintain business continuity through the shift to remote work. With Aternity SaaS, you can get up and running fast, with no major capital investment, hardware provisioning, or server deployment.

Start your free trial of Aternity today: aternity.com/free-trial.

About Aternity

Aternity, the enterprise-class Digital Experience Management company, transforms the employee experience in the digital workplace, with enterprise-scale analytics for every application, all transactions, any device, and all users. Aternity’s AI-powered visibility and self-healing control help IT optimize business application performance to improve employee productivity and customer satisfaction, mitigate the risk of IT transformation, and drive down the cost of IT operations. To learn more about Aternity, visit aternity.com.