

Endpoint Agent

Sinefa Endpoint Agent makes it fast and easy to gain actionable insights into end user experience and troubleshoot problems. Deploy lightweight agents seamlessly and get visibility instantly via a SaaS web portal. See and troubleshoot the full service delivery chain, including device health, wifi, local network, and Internet dependencies. Improve remote worker productivity, and keep your business running smoothly.

Frictionless and scalable deployment, instant visibility

Sinefa Endpoint Agent installs manually or at scale via package automation, and occupies a minimal memory footprint. Installer tagging allows you to organize large-scale endpoint deployments with group and other identifiers. Agents co-exist harmoniously with SD-WAN and cloud secure web gateway agents, and overlay tunnels. Within moments of deployment, you'll get deep visibility via the Sinefa SaaS web portal.

See all your end users' experience at a glance

Geolocation maps and tabular views make it easy to see all your end users, locations, ISPs, and experience scores at a glance, as seen in Figures 1 and 2. Filter endpoint views by connectivity type (wireless or not), provider, location, username, SSID/BSSID and when they were last seen.

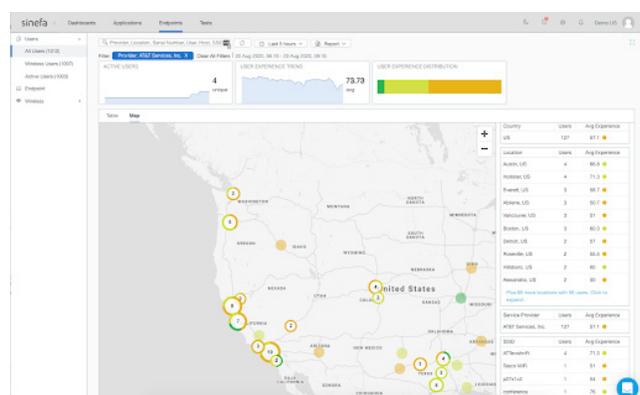
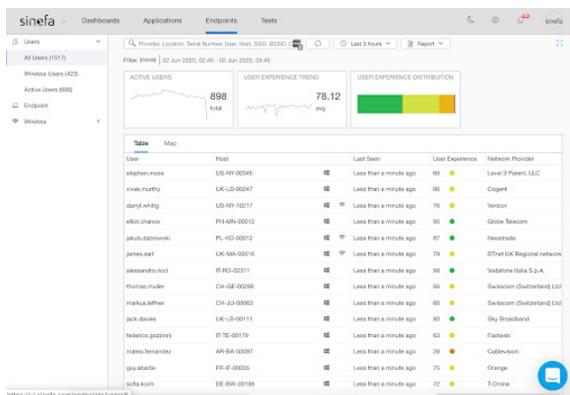


Figure 1 (left) shows a tabular view, and Figure 2 (right) shows a geolocation map view of deployed endpoint agents.

Understand performance of the entire service delivery chain, fast

When you drill down to a specific endpoint, you get an instant understanding of where issues are occurring between the user and app. An interactive visualization of the service delivery chain (Figure 3) shows endpoint, wifi, local network, Internet and application domains with color codes and performance score hover-over details. A sparkle graph tracks cumulative endpoint score and component scores, as seen in Figure 4. Click on any domain that is showing problems and view detailed performance graphs and other diagnostic details (Figure 5).

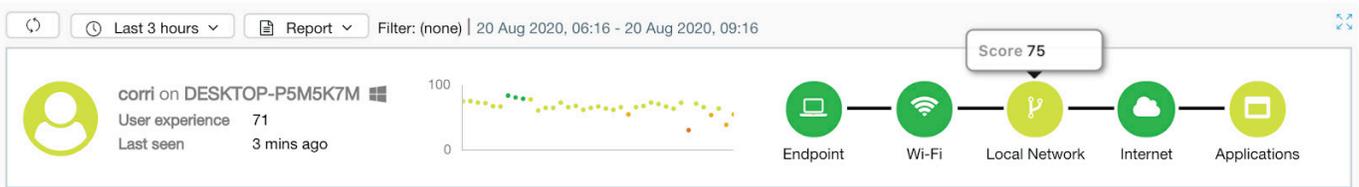


Figure 3: Service delivery chain visualization makes it easy to isolate problem domains and drill down for more detailed information

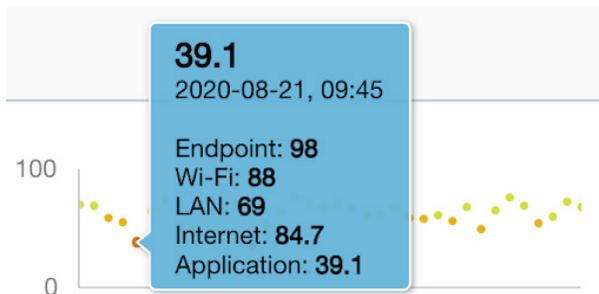
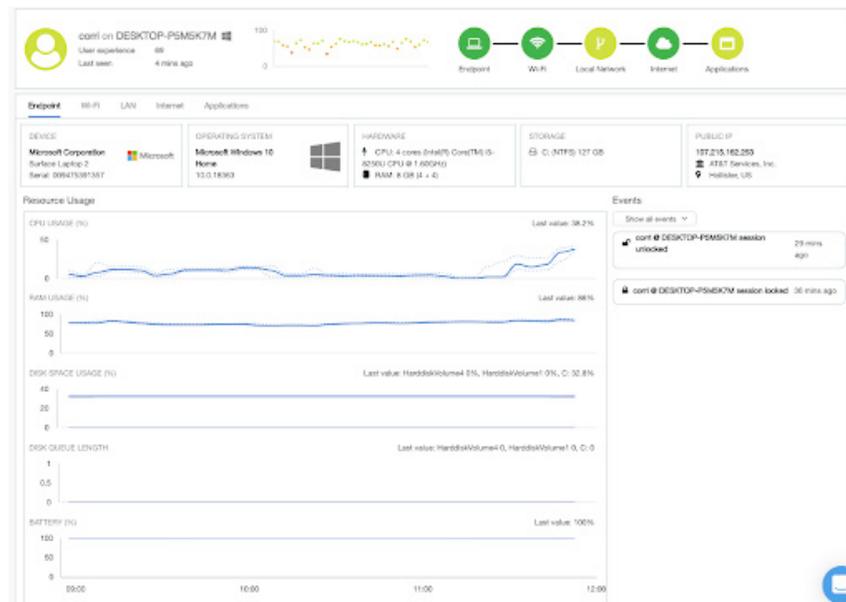


Figure 4: See the endpoint score over time, with per-domain score breakdowns

Figure 5: Clicking on the domain icons in the service delivery chain reveals corresponding diagnostic details in the panel below, such as endpoint device details and performance.



Find Wifi signal quality and churn issues

Work from home users often grapple with wifi problems such as signal quality degradation, and inconsistent performance due to wifi churn. Sinefa Endpoint Agent visibility makes it easy to find these issues with color-coded timelines of wireless SSID, BSSID and channel , so IT teams can help remote workers remediate them and gain improved performance, as seen in Figure 6.

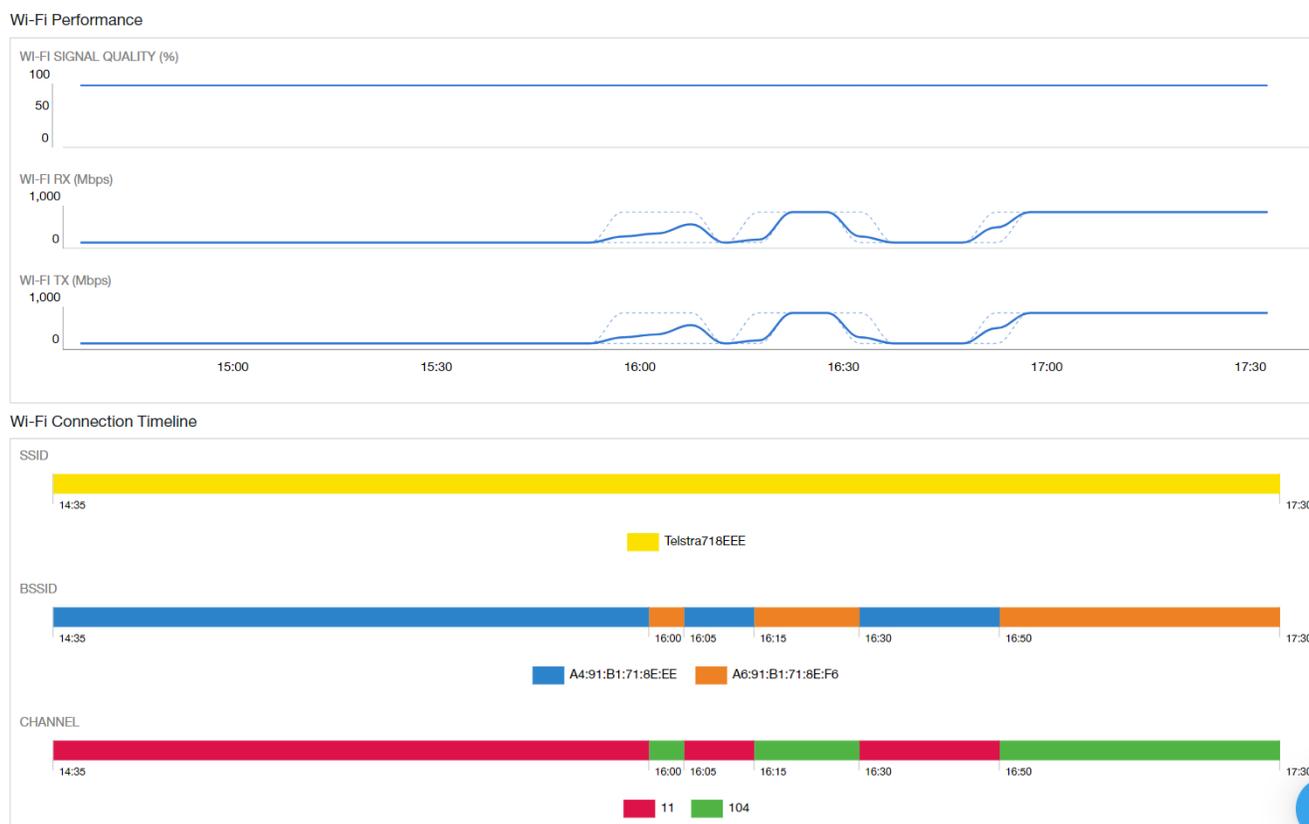


Figure 6: Easily find wifi signal quality and churn issues with historical performance graphs and color-coded SSID, BSSID and channel timelines.

Gain application performance insights

Sinefa Endpoint Agents support synthetic application monitoring so you can understand the delivery of internal and SaaS applications. Configure multiple application tests and view their performance scores at a glance, then explore key metrics such as DNS, TCP handshake, SSL handshake, and Time to First Byte, as seen in Figure 7. App-level tests are paired with underlying end-to-end and hop-by-hop network path monitoring. You can easily change context and see if Internet or network path issues are contributing to application performance problems, as seen in Figure 8.



Figure 7: Application performance insights from synthetic monitoring tests

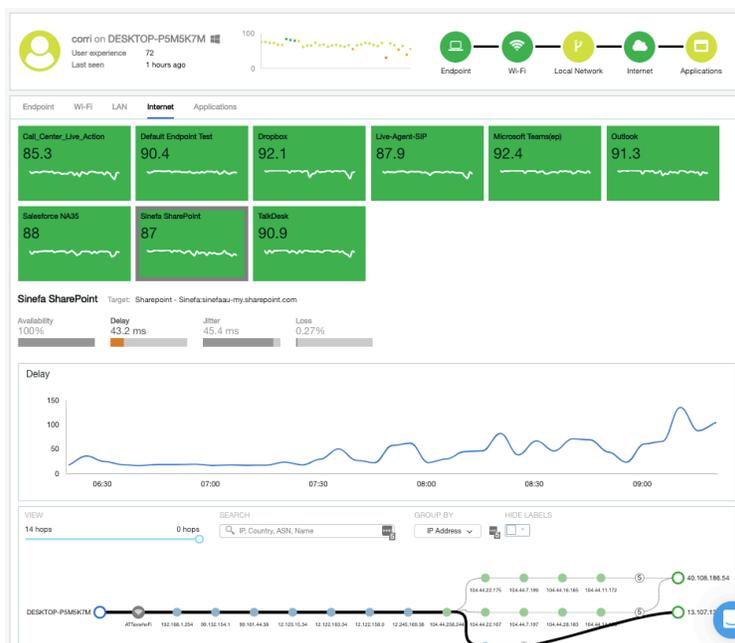


Figure 8: Easily switch context to see if Internet path issues are harming application performance

See beyond borders with network path monitoring

With employees dependent on an unpredictable Internet to receive strong application performance, it's critical to understand where things are going wrong outside of the endpoint and local network. With Endpoint Agent, you can monitor end-to-end and hop-by-hop network paths for your business-critical applications, as seen in Figure 9. You'll know when packet loss, latency or jitter is occurring in a local, ISP, or SaaS provider network. Path visibility eliminates guesswork, speeds troubleshooting, and improves escalation to providers, so you can restore employee productivity.



Figure 9: Endpoint agents can perform network path monitoring to reveal hop-by-hop details across internal and external, Internet, and cloud networks.

Part of a holistic DEM solution

Sinefa offers an integrated Digital Experience Monitoring solution that offers visibility from endpoints, branch offices, data centers and cloud VPCs you can understand user experience, endpoint, wifi, and application performance, network traffic, and end-to-end network paths, from every location that matters to your organization. Learn more at www.sinefa.com

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Sinefa is a digital experience monitoring platform that delivers visibility into the entire service delivery chain from endpoint devices across internal and external networks, through applications and APIs, enabling you to plan smarter, deploy easier, resolve issues faster, and run your business smoother.

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