

Autonomous Digital Experience Management (ADEM)

At a Glance

The Challenges of Hybrid Workforces and Multiple Application Interdependencies

Organizations have transformed their IT infrastructure to provide users access to workplace resources and data from anywhere. Employees access applications from different locations, on various devices, over countless unknown networks and Wi-Fi connections while expecting little or no interruptions in application performance and availability. In addition to this, applications are distributed and fragmented, making it hard to identify or pinpoint degraded experiences on specific pages within an application. This new reality makes troubleshooting more complex for IT teams. Administrators using legacy monitoring solutions to troubleshoot today's user-to-application experience find themselves overwhelmed by data from multiple siloed tools and managing and maintaining different software/hardware solutions. Relying on this approach is time-consuming, complex, and error-prone. Without a way to identify and resolve an issue with ease and speed, IT teams risk losing productivity and increasing downtime.

Autonomous Digital Experience Management

Autonomous Digital Experience Management (ADEM) empowers IT teams to deliver exceptional user experience and optimal productivity. The SASE- and NGFW-native solution provides administrators with rich multidomain analysis across endpoint devices, synthetic tests, and browser-based, real user monitoring (RUM) insights to immediately uncover the root cause of experience issues without having to install any additional software or hardware. An intuitive visualization of segment-wise insights from the user to their application, including the underlying IT infrastructure, empowers teams to spot service degradation fast and drill down to the user, branch site, or application with ease when troubleshooting. Customers using ADEM have experienced the following results:

- Increased IT and workforce productivity.
- Reduced ticket escalations.
- Improved mean time to resolution (MTTR).
- Reduced ticket volume.
- Granular root cause detection at a transaction level.

Complete Digital Experience Management

- **Rapid discovery:** Take proactive measures before minor issues escalate into major problems. With comprehensive monitoring for mobile users and SD-WAN deployments secured via SASE or NGFW and managed from a centralized dashboard in Strata™ Cloud Manager, IT teams gain full visibility into network health. Quickly understand overall network health and pinpoint issues related to user devices, Wi-Fi networks, hop-by-hop internet nodes, or applications.
- **AI-driven remediation:** Free up your time to focus on what matters most. Take advantage of intelligent suggestions and guided playbooks to streamline troubleshooting processes.
- **Native integrations:** Simplify your operations without extra hassle. ADEM seamlessly integrates with your existing infrastructure, so you can optimize user and app performance without additional hardware or software installations. Plus, get the best possible meeting experiences with powerful UCaaS integrations like Microsoft Teams and Zoom.

Solution Highlights

- **Browser-based RUM and synthetics:** Unified in one single dashboard for precise root cause analysis of degraded user and application performance to streamline remediation.
- **UCaaS integrations with Microsoft Teams and Zoom:** Get call quality metrics to deliver an exceptional meeting experience.
- **ADEM Self-Serve:** Guided remediation to help users resolve issues.
- **AI-powered ADEM incidents:** Predictive analytics to forecast user experience problems resulting from bandwidth bottlenecks and constraints.
- **Access analyzer and multidomain analysis:** Quickly investigate issues and gain instant answers across multiple domains, such as whether security policy or real-time threats are hindering the user experience.

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Enhancing User Experience and Web Application Performance

ADEM offers browser-based RUM, enabling IT teams to track both synthetic tests and real-time user interactions from browser-based activities. RUM collects real-world user data on metrics like page load times, responsiveness, and interaction delays, providing a precise view of user experiences. By combining synthetic monitoring with RUM insights, ADEM helps IT teams pinpoint the specific issues within the service delivery chain, facilitating faster, more accurate troubleshooting, and ultimately improving overall user experience and application performance.

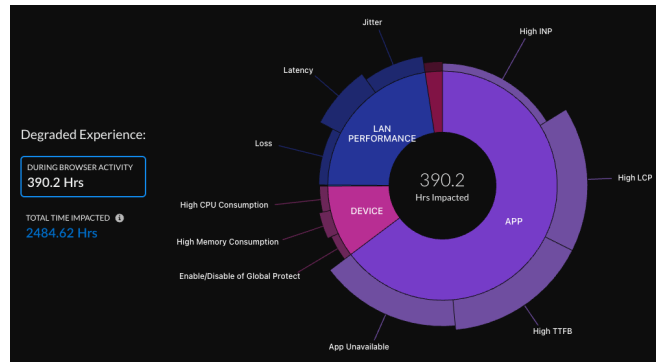


Figure 1: Root cause analysis dashboard showing segment-wise breakdown of performance degradation, magnitude of impact, and impacted users, with recommended remediation steps

Empowering Exceptional Microsoft Teams and Zoom Meeting Experience

Together, ADEM and UCaaS solutions, like Microsoft Teams and Zoom, deliver exceptional meeting experience and provide critical insights to expedite troubleshooting for IT teams. By correlating Microsoft Teams and Zoom Quality of Service (QoS) data with ADEM's endpoint, network, and application experience insights, the joint solutions offer unparalleled visibility into the causes impacting

meeting quality by minute, in a single dashboard. Accelerate mean time to resolution of user experience issues, reduce the burden of support tickets, and proactively improve business outcomes.

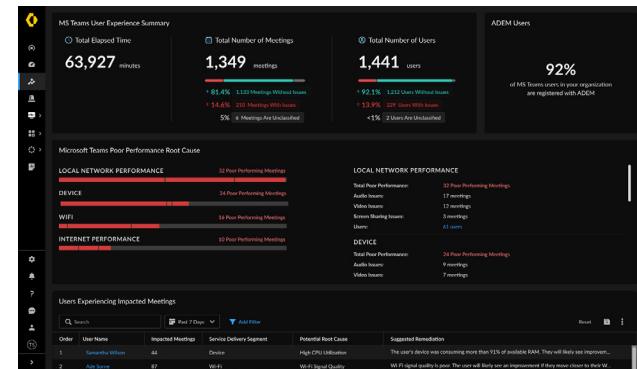


Figure 2: Causes impacting organization-wide Microsoft Teams meeting quality

Proactive Remediation with ADEM Self-Serve

ADEM Self-Serve empowers employees to remediate issues independently by proactively notifying users of what could be wrong and guiding them to resolutions.

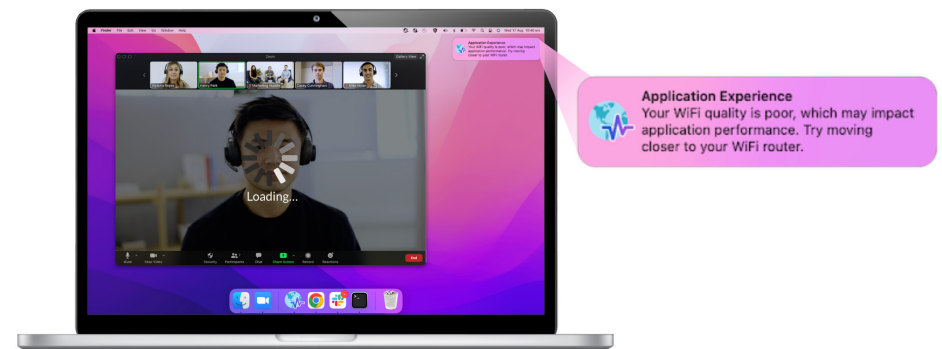


Figure 3: ADEM Self-Serve notification with remediation guidance

Learn more about Autonomous Digital Experience Management at paloaltonetworks.com/sase/adem.