

# Netskope Proactive Digital Experience Management

Data Sheet



## Deliver a superior network, user, and application experience

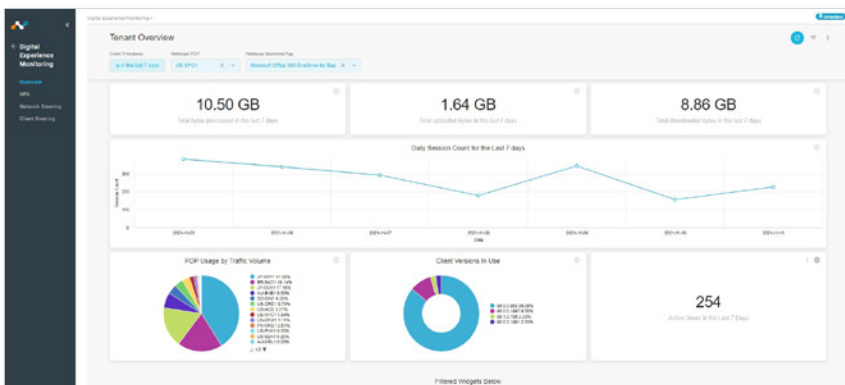
Netskope Proactive Digital Experience Management (Proactive DEM) provides end-to-end and integrated visibility into devices, connectivity, cloud infrastructure, and applications based on monitoring real user activity, to ensure cloud security delivers without performance trade-offs and provide an amazing digital experience for your users.

### Why is Netskope the best choice?

Proactive DEM provides unrivaled visibility and control into your users' SASE-driven digital experience, no matter the location of the user or the application. Utilizing a combination of Real User Monitoring (RUM) and Synthetic Monitoring (STM), customers gain full visibility into when and where an issue occurred, including both client and SASE platform health metrics.

### Ensure performance to increase productivity and gain operational efficiencies

- **Predictive Insights via High Definition Visibility:** Introducing SMART Monitoring —Synthetic Monitoring Augmentation for Real Traffic—combining Real User Monitoring (RUM) and Synthetic Transaction Monitoring (STM).
- **360-degree Control:** Utilizing a combination of proactive and customer-triggered remediation, incident impact time can be eliminated or greatly reduced.
- **Proactive Remediation:** Remediation before the user even reports an issue reduces the burden on help desks and network operations teams.
- **Business-focused Outcomes:** Valuable insights for data-driven decision-making to ease the cloud transition and support customers' digital transformation.



## Key Solutions and Capabilities

### Reclaim visibility with Netskope

Reestablish visibility across all applications, even when your users and applications are not on your network. Provides vantage points from the user, from the SASE environment, or from the application using a combination of real user and synthetic monitoring capabilities.

### Proactively optimize the user experience

Instead of waiting for users to experience problems, Netskope Proactive DEM utilizes ML modeling to detect changes in network conditions and self-heals through automated SD-WAN and first/last mile routing changes. Proactive DEM detects problems developing not only globally, but regionally and locally.

### Protect the user experience for critical applications

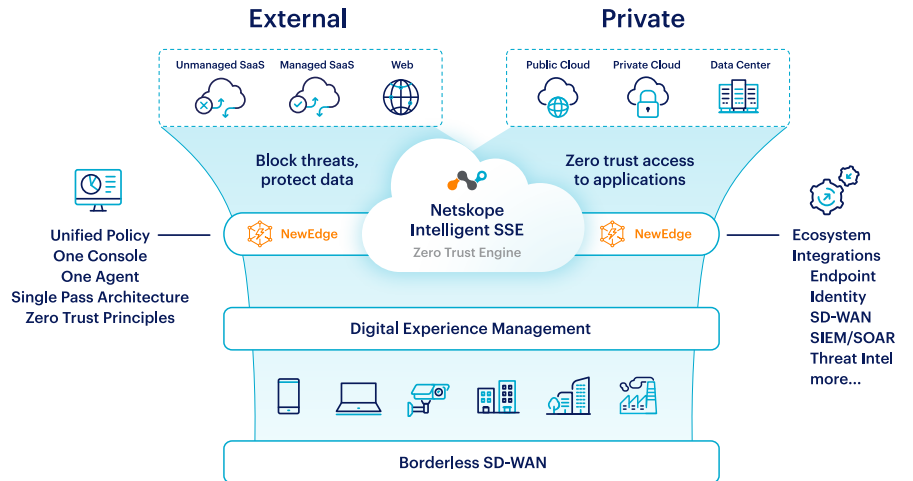
Not all applications are the same, which makes some network connections more critical than others. Use Proactive DEM to monitor the organization's most important applications to ensure a consistent user experience.

“Visibility is critical to making SASE successful and as an early adopter of DEM we found it immediately provided valuable insights into our users, network traffic and application performance while using Netskope.”

- Matt Bruce, Director, Information Security at Fox Rothschild LLP

## The Netskope Difference

Netskope helps you reduce risk, accelerate performance, and provide unrivaled visibility into any cloud, web, and private application activity. To empower safe collaboration, Netskope reliably balances trust against risk with granular controls that adapt to changes in your environment. The Netskope platform protects against advanced and cloud-enabled threats and safeguards data across all vectors (any cloud, any app, any user). A single-pass architecture delivers a fast user experience and simplified operations.



FEATURE	CAPABILITY
Tenant Overview	Summary of activity over the last seven days, including users, service consumption, traffic volume, sessions, and data centers accessed. Filtered views by application, data center, or time frame are available to drill into client-side or cloud-to-application latency, as well as trend data on bytes transferred.
Steering Metrics	Map view and status of configured GRE and IPsec tunnels. Visibility on users including active user counts, licensed seat counts, client versions being used, as well as uploaded and downloaded bytes. Filtered views by data center or time frame provide additional per-minute granularity.
Four-stage “Hop by Hop” Visibility	Provides telemetry data from device health, on-ramp network path, SASE platform, through to application performance to provide all the data needed to pinpoint the source of the issue.
Predictive Insights	Leveraging machine learning modeling to identify anomalies in normal patterns, with actionable and tailored alerts helping to reduce alert false positives and streamline network operations processes and response times.
Endpoint Visibility with the Netskope Client	Without the need to deploy a separate tool, the Netskope Client will collect telemetry information to provide visibility into client performance, including CPU and memory usage, process utilization, and Wi-Fi strength, to help pinpoint client performance issues.
Proactive Application Monitoring	Proactive monitoring of the top 47 critical business applications provides focus on what matters the most to your organization, helping network operations teams react quicker to critical incidents.



Netskope, a global SASE leader, is redefining cloud, data, and network security to help organizations apply zero trust principles to protect data. Fast and easy to use, the Netskope platform provides optimized access and real-time security for people, devices, and data anywhere they go. Learn how Netskope helps customers be ready for anything on their SASE journey, visit [netkope.com](https://www.netskope.com).