

SOLUTION BRIEF

Improve Customer and Employee Digital Experience With FortiMonitor

Executive Summary

With the growth of the remote workforce and the migration of applications to the cloud, IT organizations are struggling to meet their application-performance business objectives, putting employee productivity and customer experience at risk. Legacy application and network performance-monitoring tools lack the holistic visibility necessary to monitor, troubleshoot, and optimize today's user-to-application experience. To successfully identify technology performance issues and align user-to-application performance to support business objectives, organizations are increasingly modernizing performance-monitoring tools by adopting digital experience monitoring (DEM) tools.

FortiMonitor is a DEM platform that gives your IT team unmatched visibility to troubleshoot and optimize user-to-application performance issues and improve customer and employee digital experiences. A comprehensive solution, FortiMonitor is vendor agnostic and also provides health and performance metrics for other vendor network devices, IT infrastructure, cloud services, applications, and user devices, all from a single, Software-as-a-Service (SaaS)-based monitoring platform. FortiMonitor is integrated with the Fortinet Security Fabric, providing insight into FortiGate and other Fortinet device health and performance metrics.

Digital Experience Monitoring Challenges

With digital business transformation, the user-to-application experience can be impacted by issues associated with many technical variables, from local devices to internet service providers, IT infrastructure, cloud services and apps, which may or may not be under the control of IT teams.

While IT infrastructure has modernized, often, the tools IT teams use to troubleshoot technology issues and optimize user experience have not. Troubleshooting a problem often involves struggling to stitch together information from multiple traditional application, network, and other monitoring tools to find the root cause—a time-consuming process often complicated by visibility gaps.

Also critical to digital transformation success is proactively uncovering performance degradation and identifying bottlenecks before the user-to-application experience is impacted. Here again, traditional performance-monitoring tools lack end-to-end visibility, making identifying opportunities to optimize experience and reduce the risk of disruption complex and time-consuming.

User-to-application Performance Visibility From a Single SaaS-based Platform

FortiMonitor is a holistic, scalable, SaaS-based digital experience and network performance monitoring solution. It consolidates monitoring, network incident management, automation, and network configuration management into a single source of truth, providing visibility into every service, network device, and application in any deployment, whether containers, cloud, on-premises, or hybrid. FortiMonitor analyzes both network health metrics and application performance to identify potential problem areas that can affect user access and provides network visibility and agile remediation for hybrid environments, including edge and cloud networks, to improve customer and employee digital experiences.



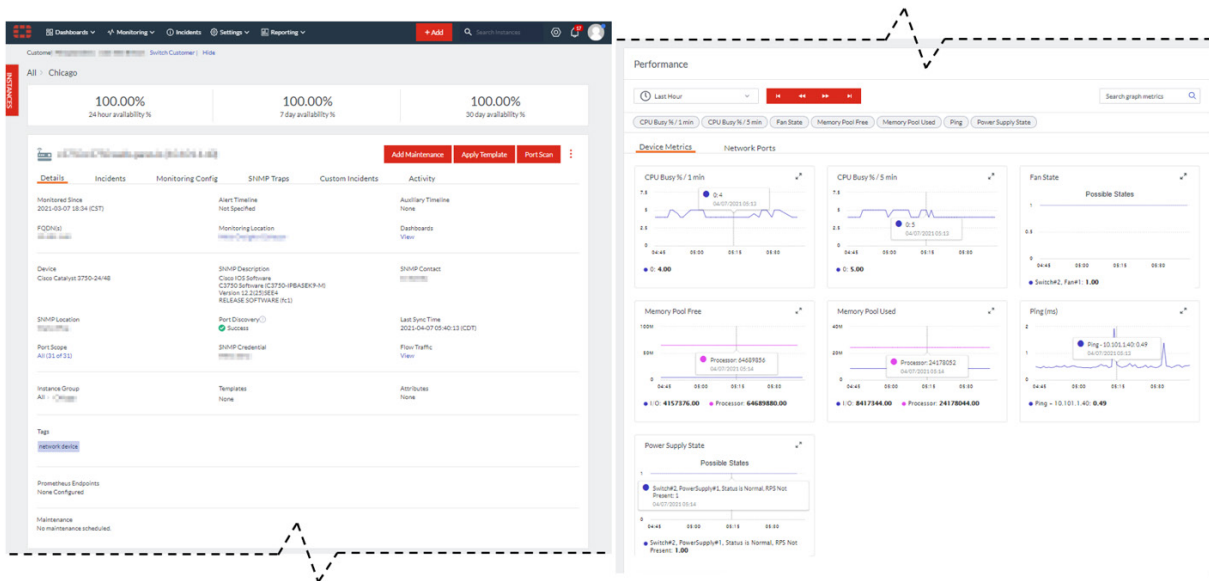
According to Gartner:
"By 2026, at least 60% of infrastructure and operations leaders will use DEM to measure application, services, and endpoint performance from the user's viewpoint, up from less than 20% in 2021."¹

Digital Experience Monitoring

FortiMonitor provides comprehensive end-to-end performance visibility for DEM.

- FortiMonitor integrates with the Fortinet Security Fabric to quickly and easily discover and monitor the health and performance of FortiGate and other Fortinet devices, including providing insight into LAN, Wi-Fi, and SD-WAN performance.
- Vendor agnostic, FortiMonitor collectors monitor network and infrastructure devices using Simple Network Management Protocol (SNMP).
- Agent software monitors endpoint devices, operating system (OS), application, and container metrics, on-premises or in the cloud.
- Global public probes, collectors, and end-user device agents perform synthetic monitoring to test application uptime, user experience, and performance.
- Application programming interfaces (APIs) are used to monitor additional services such as VMware ESX and a range of cloud services.

The metrics gathered by agents, collectors, and probes are displayed on the device's instance page, showing device details, associated incidents, monitoring thresholds and configuration, and availability and performance metrics.



Single source of truth for incident detection and response

FortiMonitor extends traditional performance monitoring features with incident response tools. It provides a single platform that can establish performance thresholds and detect and respond to incidents quickly and efficiently. In addition to performance monitoring, FortiMonitor also provides flexible alerting, extensive incident management features, and automated diagnostic response tools.

With a single view of all incidents, teams can quickly assess top-level incident status, acknowledge an incident, and assign an incident lead. Selecting an incident displays the incident detail view, which shows:

- The incident title, status, lead, start time, and end time
- The cause of the incident (for example, central processing unit [CPU] usage threshold breach)
- Performance metrics that provide additional contextual information from within the incident view
- The incident timeline and messages

The system posts action messages in the timeline and teams can enter messages and updates as an action log or collaborate with other team members.



The agent countermeasures in FortiMonitor provide configurable automated actions to help quickly gather additional information, perform diagnostics or remediation actions in response to an incident. Countermeasures are automatically triggered by FortiMonitor in response to an incident and run on the agent that was the incident source.

Reduce the time to troubleshoot user-to-application performance issues

FortiMonitor gives IT teams unmatched end-to-end visibility. You can observe any application, starting from the end user, across any network, and in the infrastructure the application is hosted on. With FortiMonitor visibility to end-to-end performance, IT teams can more quickly troubleshoot issues to identify root cause, whether related to IT infrastructure, network, cloud service/application, employee's home network, ISP, or end-user device, so teams can remediate issues faster and minimize application downtime.

Optimize user-to-application experience and reduce risk of downtime

FortiMonitor can help reduce the costs and risks associated with performance degradations or bottlenecks. The path that data takes can be tracked from end user devices through local networks, VPNs, remote offices, SD-WAN, and cellular networks to on-premises and cloud-based services and applications. Specific user transactions can be simulated using Synthetic Transaction Monitoring (STM) to test performance at each step throughout a service, so areas for optimization can be proactively identified and digital experience continuously improved.

Gain proactive insights about SaaS performance and address issues before users are impacted

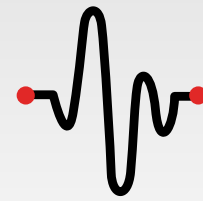
Even short downtime for a critical SaaS can pose a great deal of risk and cost to organizations, and it's very difficult to know it's happening until you're affected. SaaS providers monitoring their own services don't provide visibility to performance or experience from the user's perspective. Employees and remote workers have little insight into SaaS application status, and providers acknowledge an incident only after users are impacted, and business performance has suffered. With FortiMonitor, IT teams can monitor SaaS applications from the perspective of user experience and verify that the applications, and the dependent network services, are performing well and available. If not, get alerts to address issues proactively.

FortiMonitor helps organizations improve operational efficiency, which means time and cost savings and a lower opportunity cost.

Improve Customer and Employee Digital Experience With FortiMonitor

With FortiMonitor, teams can quickly identify, manage, and fix user-to-application performance issues before they affect the business. The combination of SaaS architecture and tool consolidation in FortiMonitor provides greater availability, reduced complexity, and greater response efficiency.

Enterprise IT teams are increasingly reliant on platforms that prioritize both customers' and employees' experiences. If services fail or become degraded, FortiMonitor can automatically provide detailed, actionable diagnostics about those incidents to operations teams. By contextualizing alerts and using automated remediation through FortiMonitor, professionals can significantly reduce mean time to detection and mean time to remediation. And if issues do arise, automated runbooks can be deployed to diagnose and resolve issues without a team member having to step in, as well as run important diagnostics as soon as an event is detected.



With FortiMonitor, teams can quickly identify, manage, and fix user-to-application performance issues before they affect the business.

¹ Mrudula Banger, Pdraig Byrne, Gregg Siegfried, [Gartner Market Guide for Digital Experience Monitoring](#), March 28, 2022.