

A photograph of two men in an office setting. The man in the foreground, on the left, is wearing glasses and a green sweater, smiling and gesturing with his hands towards a computer monitor on the right. The man in the background, on the right, is wearing a light blue shirt and has a beard, looking at the monitor with a focused expression. The background is blurred, showing office windows and interior lights.

USU

IT Monitoring

End-to-End Monitoring

Seeing what the customer sees!

The End-to-End Monitoring of the End-User View

Are you struggling to spot errors in your IT infrastructure or applications? These issues can disrupt operations and hurt the user experience. That's why end-to-end monitoring is essential—it keeps your IT systems running smoothly and efficiently from your customers' perspective.

Whether you're just getting started or searching for a better alternative, we've got you covered with proven tools tailored to your needs.

Why End-to-End Monitoring?

Have you ever monitored your website or an application and noticed that something wasn't quite right, but you couldn't pinpoint exactly where the problem originated?

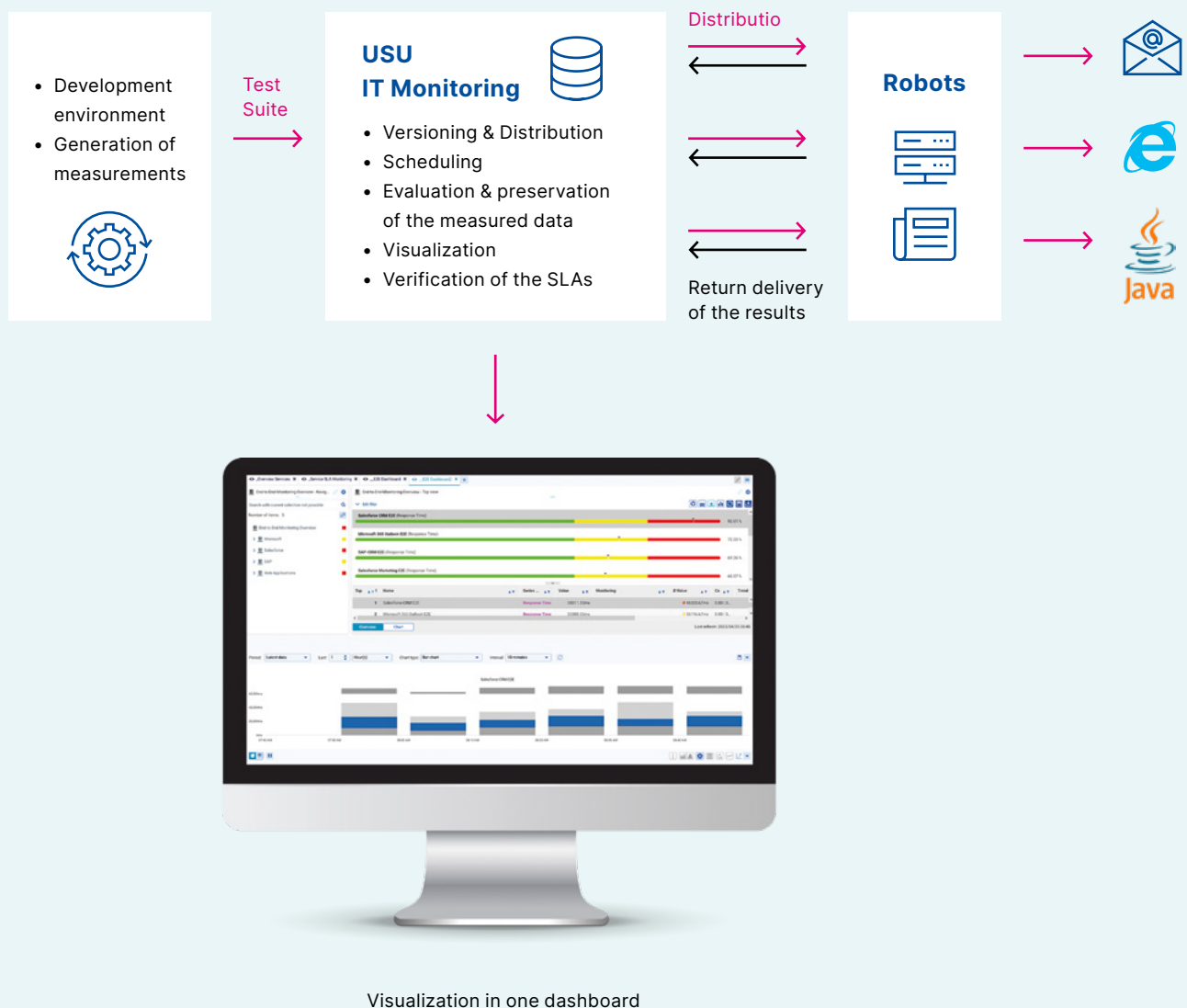
End-to-end monitoring provides the perfect solution for fast troubleshooting and higher levels of customer satisfaction by giving you the answers to these questions.

- **Capture the entire user experience:** see your systems and applications through the eyes of your customers. Gain valuable insights into their usage patterns and identify potential issues before they impact customer satisfaction.
- **Continuous monitoring, minimal downtime:** with our end-to-end monitoring, you can detect and resolve interruptions in good time. Avoid costly downtime and ensure continuous availability of your services.
- **Performance enhancement and optimization:** identify shortfalls and bottlenecks in your IT infrastructure and fix them efficiently. Our end-to-end monitoring provides you with the data foundation for making informed decisions to improve the performance and efficiency of your systems.



Efficient End-to-End Monitoring in Practice

Maintain the full overview of your IT systems from the end-user's viewpoint. End-to-end monitoring enables comprehensive monitoring and identification of vulnerabilities in your IT systems throughout the entire value chain. Test robots automatically monitor your business services from the perspective of your users. The latest version makes managing these test robots a breeze and drastically reduces administrative overheads. USU end-to-end monitoring looks at your system from the customer's perspective to ensure an optimized user experience. With real-time data and notifications, potential problems are identified and corrected at an early stage.



The holistic view gives you a comprehensive overview of the performance of your IT infrastructure and allows you to make targeted optimizations and ensure a seamless user experience.

Our Services

Assuring service quality:

Proactive monitoring of application availability and response times from the user perspective.

- Comprehensive overview of IT service performance
- Greater end user satisfaction
- Solid foundation for service level agreements (SLAs)

Expertise and Support:

Our experienced team is available to help you implement and operate the end-to-end monitoring. We provide comprehensive training, technical support and regular updates.

Additional Benefits to You

- **Reliable Solutions:** whether you're looking to implement end-to-end monitoring for the first time or want to switch providers, USU offers proven and reliable solutions that will meet your requirements.
- **Future-proofing:** with USU as your partner, you'll be well prepared for future challenges. We continuously keep our solutions "Made in Germany" up to date to provide you with the best possible results.

Why USU?

Whether you're looking to implement end-to-end monitoring for the first time or switch providers, USU is the perfect choice. Our solution can be easily integrated into your existing infrastructure and offers a seamless transfer of monitoring after a change of provider. This helps you minimize interruptions and ensure continuous monitoring. What's more, our end-to-end monitoring is completely future-proof and enables seamless extension to a comprehensive USU IT monitoring solution. It provides transparent monitoring of your IT systems, includes IT event management, and additionally monitors your Cloud, business services, and service levels. It therefore covers all essential aspects of your IT infrastructure.

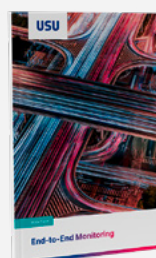
Get in touch to arrange an appointment for more information or a free consultation.



Melisa Mujic

ITM Community Developer
USU | Solution IT Monitoring

[Schedule an appointment now](#)



Our white paper provides you with practical solutions and valuable tips for end-to-end monitoring of the end-user view.

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