

Ask the Right Questions:

10 Considerations When Evaluating Digital Experience Management Solutions

With the transition to SASE, cloud and increase in hybrid work, customers need proactive, end-to-end visibility into their network and applications to ensure cloud security delivers without performance trade-offs.

Here are 10 questions to ask your cloud security vendor about managing your digital experience. Netskope Digital Experience Management (DEM) provides monitoring of all user traffic with actionable insights into network and application performance, in order to deliver a superior experience.

To learn more, download the [DEM datasheet here](#).

1

What configuration is required before I see value, is it real user traffic and telemetry data (not synthetic or simulated), and will I get a complete view across all destinations accessed?

6

In addition to understanding app usage patterns, will I be able to quickly remediate issues and confirm an implemented policy exception resolved a user's issue?

2

For troubleshooting, will I be able to quickly identify if problem is on the user on-ramp side or related to the app being accessed, like Office 365 or G-Suite?

7

Are status views into the availability and resilience of the cloud security vendor's network provided, including details for every service and steering method across all data centers?

3

What visibility into the cloud security vendor's network is available out of the box to understand end-to-end performance and latency, app usage patterns and data centers being accessed?

8

Will I be able to assess the impact of an unplanned outage, maintenance or 'force majeure' event, for example due to an energy blackout, hurricane, earthquake, or civil unrest?

4

How will the solution help me translate visibility into efficiency gains or cost savings, for example to understand real versus licensed users to save money at time of renewal?

9

Will I get a detailed view into GRE or IPsec tunnels used for traffic steering, including which data centers are being accessed, are tunnels up or down, and throughput details?

5

Will I glean a better understanding of the remote worker experience for business-focused outcomes, such as determining the viability of a hybrid work strategy?

10

How will the solution help me address business requirements or compliance objectives, for example related to GDPR in the EU, so I know which data centers are processing traffic?