

Netskope Digital Experience Management

Deliver a superior network, user & application experience

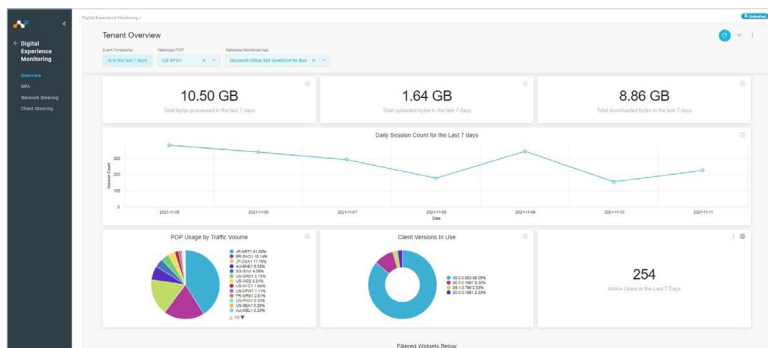
With the transition to the cloud and increase in hybrid work, customers need proactive, end-to-end visibility into their network and applications with real-time, actionable insights based on real user activity to ensure cloud security delivers without performance trade-offs.

WHY IS NETSKOPE THE BEST CHOICE?

Netskope Digital Experience Management (DEM) provides value to network, infrastructure, help desk, and application administrators by providing critical monitoring of all user traffic with actionable insights into network and application performance. DEM gives customers powerful control and visibility into the Netskope Security Cloud, and the applications and data their users are accessing.

ENSURE PERFORMANCE TO INCREASE PRODUCTIVITY & GAIN OPERATIONAL EFFICIENCIES

- **Detailed telemetry:** Views into user activity, client versions, traffic steering, and usage patterns plus granular network and application performance data.
- **Proactive monitoring:** Detailed analysis of end-to-end performance to gain context for identifying and troubleshooting issues, quickly and easily.
- **Business-focused outcomes:** Valuable insights for data-driven decision-making to ease the cloud transition and support customer's digital transformation.
- **Automation & actionable insights:** Immediate time-to-value and accelerated platform-driven remediation of user, application, and network-related issues.



KEY BENEFITS AND CAPABILITIES

Actionable insights to ensure performance

Visibility provides customers critical insights and control for Netskope services and the NewEdge infrastructure to deliver end-to-end user and application performance.

Cloud-native, tightly integrated design

With no separate endpoint agent required, DEM leverages a cloud-native design, tightly integrated with one-click access from Netskope Admin, for a single pane of glass for all Netskope management and operations.

Exposes value of NewEdge security private cloud

DEM showcases Netskope's significant investment in its high-performance, highly connected security private cloud to ensure security delivered without trade-offs.

Accelerates customer's digital transformation

With the traditional network perimeter changing, the visibility and control made possible with DEM supports the security transformation while tightly aligning with the new requirements of users, apps, and the cloud.

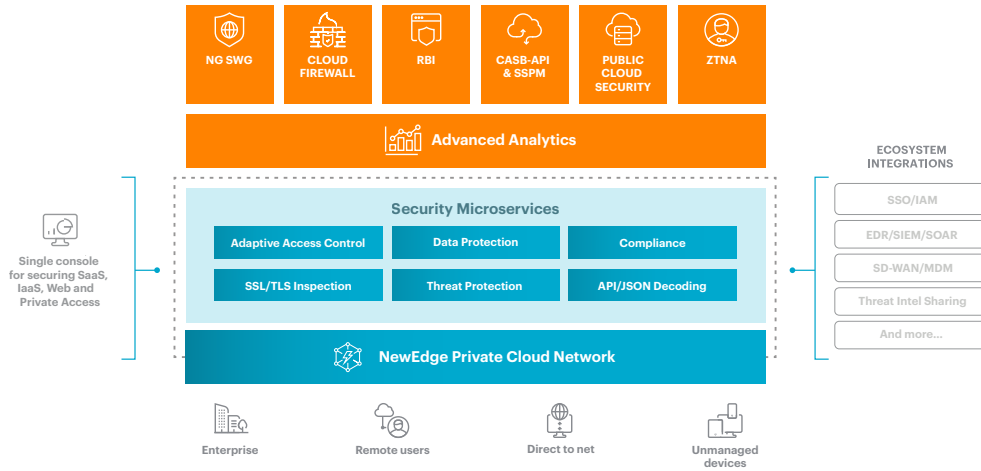
“Visibility is critical to making SASE successful and as an early adopter of DEM we found it immediately provided valuable insights into our users, network traffic and application performance while using Netskope.”

– MATT BRUCE, DIRECTOR, INFORMATION SECURITY AT FOX ROTHSCHILD LLP

THE NETSKOPE DIFFERENCE

Fast everywhere, data-centric, and cloud-smart.

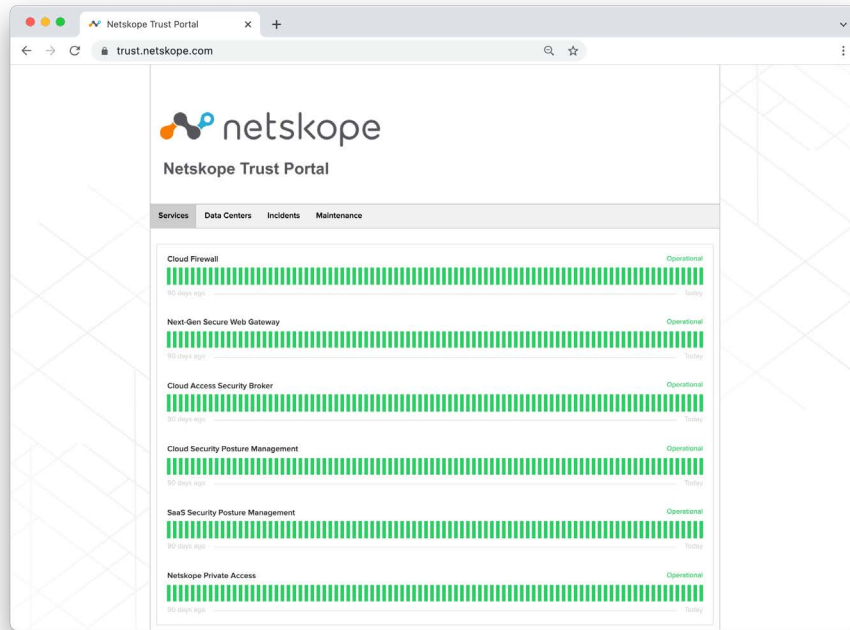
Using patented technology called Netskope Cloud XD™, the Netskope Security Cloud eliminates blind spots by going deeper than any other security provider to quickly target and control activities across thousands of cloud (SaaS and IaaS) services and millions of websites. With full control from one cloud, our customers benefit from 360-degree data protection that guards data everywhere and advanced threat protection, including targeted RBI for risky websites that stops elusive attacks.



FEATURE	CAPABILITY
Tenant Overview	Summary of activity over the last seven days, including users, service consumption, traffic volume, sessions, 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.
Service Status	Detailed status on the health and availability of the various Netskope services, including steering methods, with granular views by each data center globally.
Network Steering	Map view of configured GRE and IPsec tunnels, with insights into global distribution and number of tunnels in use at each data center, as well as near real-time status of tunnel health with details on throughput per tunnel.
Client Steering	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 on client connection requests, daily session counts, and client version usage trends.
Private Applications	Specifically for NPA, summary information on bytes transferred, data centers accessed, user and session counts, active publishers, and discovered applications. Filtered views by user, application, publisher, or time frame provide deeper insights and trend data on top applications, user activity, session counts, bytes transferred, triggered policies, and more.

COMPLEMENTARY NETSKOPE TRUST PORTAL

To complement DEM, the publicly accessible Trust Portal (trust.netskope.com) provides a view into the status of all Netskope services and data centers globally, as well as updates on incidents and maintenance. This information is also provided as part of the password-protected Netskope Support Portal and supports email notifications and RSS feeds, so customers with proper login credentials can be proactively alerted to performance-related events.



INDUSTRY-LEADING SERVICE-LEVEL AGREEMENTS (SLAs)

Beyond the actionable insights available with DEM, Netskope offers an industry-leading set of SLAs that guarantee the performance of the Netskope Security Cloud services and NewEdge infrastructure. Backed by contractual penalties and credits, these SLAs commit to uptime and availability of 5-9s (or 99.999%) for inline services, as well as the efficient processing of traffic within NewEdge data centers in less than 10 milliseconds (ms) for non-decrypted transactions and less than 50 ms for decrypted transactions. SLA details are available at:

<https://www.netskope.com/support-terms>.



Netskope, the SASE leader, safely and quickly connects users directly to the internet, any application, and their infrastructure from any device, on or off the network. With CASB, SWG, and ZTNA built natively in a single platform, Netskope is fast everywhere, data-centric, and cloud-smart, all while enabling good digital citizenship and providing a lower total-cost-of-ownership.