Solution Brief

Fast, Frictionless Digital Experiences with Real User Monitoring

eG Innovations



Key Benefits

- **Deliver fast, reliable digital experiences** across all browser touchpoints.
- **Optimize user experience** by analyzing device, location, browser, and interaction paths across sessions.
- **Troubleshoot faster** by pinpointing slow pages, JavaScript errors, and third-party dependencies in both traditional and Single Page Applications (SPA).
- **Eliminate guesswork** by leveraging AIOps, machine learning, and advanced analytics to automatically detect performance anomalies.
- **Be proactive:** Identify and resolve issues before they impact your business.
- **Boost conversion and retention** by improving Core Web Vitals and reducing friction at key touchpoints.

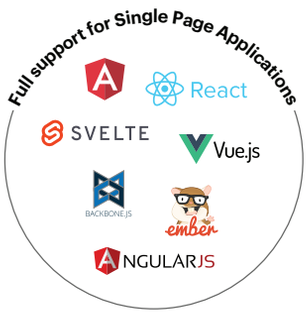
> *If you're looking for a monitoring tool with APM (business transaction monitoring, real user monitoring), infrastructure and network monitoring capabilities and you want to get quick results, eG Enterprise is the right tool for you. In addition, you don't need much human resources for the implementation and maintenance.*
>
> **Lior Weinstein**
> System Team Leader, Shufersal

Every second of delay in your users' experience (UX) can hurt your business, by impacting users, revenue, and trust. Studies show that even a 1 second slowdown can reduce conversions by 7% and increase bounce rates. As digital performance is directly tied to business outcomes, real-time insights into how users interact with your applications is no longer optional. To stay competitive, organizations need full visibility into user journeys, front-end performance, and third-party dependencies — before small delays escalate into costly production issues.

See Exactly What Your Users Are Experiencing

Real User Monitoring (RUM) capabilities in eG Enterprise allow you to see exactly what every end-user is experiencing when accessing your web application.

- Monitor key user experience signals — Core Web Vitals (Largest Contentful Paint, Interaction to Next Paint, First Contentful Paint), Time to Interaction for dynamic applications, and Visual Completion to reflect when a page is truly usable — giving you a precise, user-centric view of application responsiveness.
- Track every user session to pinpoint slow load times and JavaScript errors.
- Replay full user sessions and visualize real-world behavior, isolate issues, and validate fixes.



- Identify hidden bottlenecks caused by third-party scripts, ad networks, or analytics tags. Filter issues by device, location, or user ID, and accelerate root cause analysis through back-end trace correlation.
- Detect regressions post-deployment, correlate synthetic tests with RUM data, and track Core Web Vitals and other SLA metrics to validate performance before and after release.

Unified Dashboard for Full-Stack User Experience Visibility

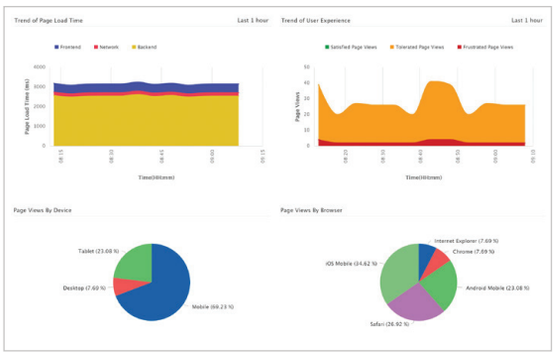
Whether your business runs on custom web applications (Java, .NET, PHP, NodeJS, etc.) or on packaged web applications such as Microsoft Dynamics, SharePoint, Office 365, Confluence, SAP Fiori, or PeopleSoft, eG Enterprise helps you deliver a great user experience. At a glance, view key performance indicators for each of your internal and external web applications, and track visits by device, browsers, and unique users. Visually monitor real-time end-user experience metrics by location (country, region, city) and pinpoint which locations are impacted by poor application performance — and drill down for further insights.

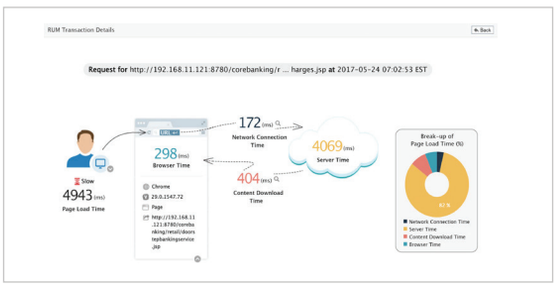


Digital user experience monitoring using eG Enterprise

Analyze and Optimize Digital User Experience

- Monitor front-end response times across transactions, AJAX calls, and dynamic content like iFrames to detect delays experienced by real users.
- Visualize user experience impact by geography to isolate regional issues.
- Track user satisfaction in real-time using Apdex, Core Web Vitals, and performance SLAs.
- Identify which user requests and frontend resources cause high latency or abandonment, and prioritize based on frequency and severity.
- Get real-time alerts on performance degradation with AI-powered anomaly detection and automated root cause correlation across the stack.





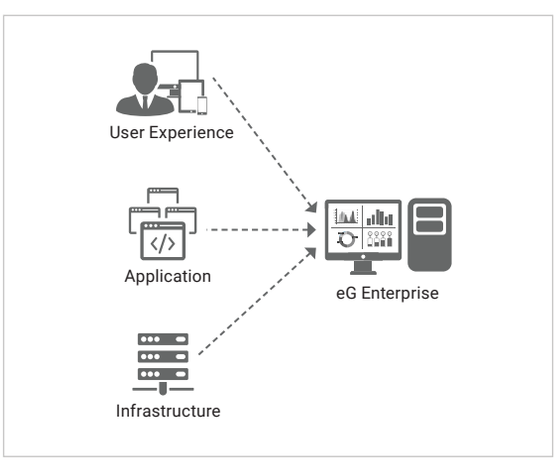
Proactively Triage User Experience Issues

- Pinpoint whether slow page loads stem from network latency, frontend rendering, server-side execution, or browser-specific behavior.
- Break down every step in the page lifecycle — from DNS resolution and TCP handshake to DOM parsing and content rendering.
- Visualize the performance impact of JavaScript, CSS, media assets, and third-party services like ads, analytics, and social widgets.

Answer Critical UX and DevOps Questions

- Which pages or page groups are consistently seeing the slowest load times or highest error rates?
- Where is your traffic concentrated — across browser, device type, geography?
- Are specific regions consistently experiencing higher latency than others?
- How many users are experiencing frustration, slow interactions, or are bouncing off due to delays?
- Did a spike in traffic, deployment, or third-party service degradation align with the slowdown?





Identify the Root Cause of UX Issues through Correlated Application and Infrastructure Insights

When Real User Monitoring indicates slow server-side performance, IT teams need full-stack visibility to diagnose the root cause: whether it is inefficient code, backend slowness, infrastructure bottlenecks, or cloud latency. eG Enterprise connects the dots across user experience, application logic, and infrastructure in a single, correlated view.

- **Trace business transactions end to end:** Follow every user request across front-end, middleware, and database tiers and break down latency by service or tier.
- **Drill down into application performance:** Identify inefficient code paths, slow database queries, or external service delays — all from a single-click trace view.
- **Correlate infrastructure impact:** Auto-detect how resource contention, container spikes, or cloud latency affect application performance and user experience.

Tired of ingestion tax surprises?
Looking for flexible data retention windows?
Need to deploy on-premises?

eG Enterprise gives you complete control.

- ✓ Fixed cost, independent of transaction volume.
- ✓ Decide how long you can retain your data.
- ✓ Deploy on-premises or as SaaS.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth, and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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