

# Zscaler Digital Experience

The modern integrated digital experience monitoring approach for SaaS, internal applications, networks, and endpoints.

Zscaler Digital Experience (ZDX) is a digital experience monitoring solution delivered as a service from the Zscaler cloud. ZDX provides end-to-end visibility and troubleshooting of end-user performance issues for any user or application, regardless of location. In addition, it enables continuous monitoring for network, security, desktop, and helpdesk teams with insight into the end-user device, network, and application performance issues. With ZDX, IT teams can proactively analyze and troubleshoot user experience issues, improving business productivity and IT agility.

## Monitoring requirements have changed in the cloud and mobile world

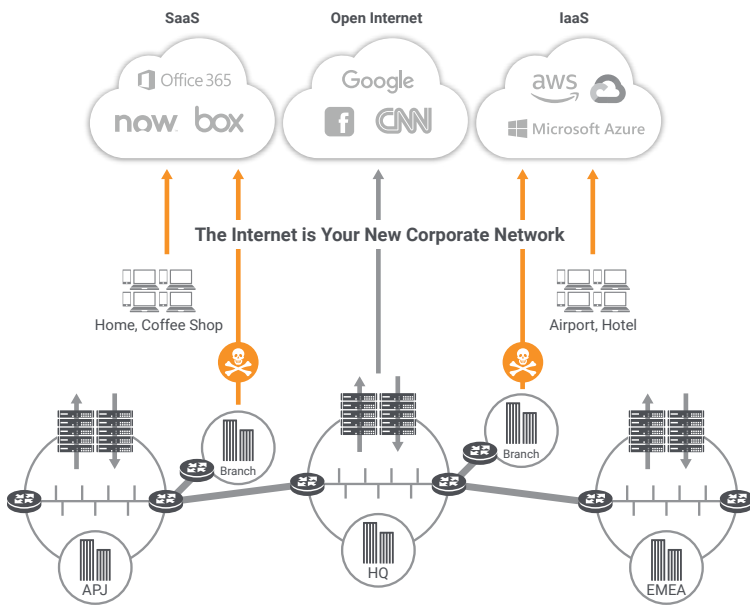
The rapid adoption of cloud and mobility initiatives within organizations, coupled with a shift to work-from-anywhere, has introduced new monitoring challenges for IT teams. Applications are moving out of the data center and into the cloud and are being accessed by a distributed workforce, meaning IT teams no longer control the underlying infrastructure and technology stack, and lose end-to-end visibility into user experience. End-user performance issues arising from SaaS or cloud application availability, home WIFI issues, network path outages, or network congestion are not easily isolated and diagnosed.

Most businesses today have multiple point monitoring tools, bought and managed by different IT teams. These tools create information silos and do not share any context between them, leading to fragmented visibility into user experience and extended troubleshooting time. Point monitoring tools optimized for data centers leave visibility gaps for detecting, troubleshooting, and diagnosing end-user performance issues across the internet.

Digital experience monitoring for a hybrid workforce requires a modern and dynamic approach. IT teams need to continuously monitor and measure digital experience for each user from the user perspective, regardless of their location. Existing monitoring tools adopt a scheduling or on-demand approach toward monitoring and measuring digital experience. Traditional monitoring tools take a data center centric approach to monitoring and collect metrics from fixed locations rather than directly from the user device. This approach does not provide a unified view of performance based on user device, network path, or application.

## BUSINESS BENEFITS

- Increased agility and collaboration among desktop, security, network, and helpdesk operations teams while triaging user experience issues and resolving them.
- Improved productivity due to better user experience and fast, secure, and reliable connectivity through the Zscaler cloud.
- Reduced complexity and cost through elimination of point monitoring solutions.
- Operational simplicity of using the same lightweight agent used for all Zscaler services and the scale of Zscaler cloud to gain insights into digital experiences.



**Figure 2:** Operational view of Zscaler Digital Experience Service

**The new reality**

1. The cloud is the new destination
2. The internet is the new network
3. Users are now everywhere

**Impact to IT teams**

1. Cloud infrastructure is beyond IT control
2. IT teams lack visibility across internet
3. End-user experiences are opaque to IT teams

**Zscaler Digital Experience**

Zscaler Digital Experience (ZDX) is a digital experience monitoring solution delivered as a service from the Zscaler cloud. ZDX provides end-to-end visibility and troubleshooting of end-user performance issues for any user or application, regardless of location. In addition, it enables continuous monitoring for network, security, application, and helpdesk teams with insight into the end-user device, network, and application performance issues.

ZDX leverages Zscaler Client Connector and the Zscaler cloud to actively monitor applications from an end-user perspective. It continuously collects and analyzes various performance metrics, including application availability, response times, network hop-by-hop performance metrics, and end-user device health metrics such as device configuration, CPU, memory usage, process information, and device events. As a result, IT teams get uninterrupted visibility and save time with proactive identification and resolution of end-user experience issues.

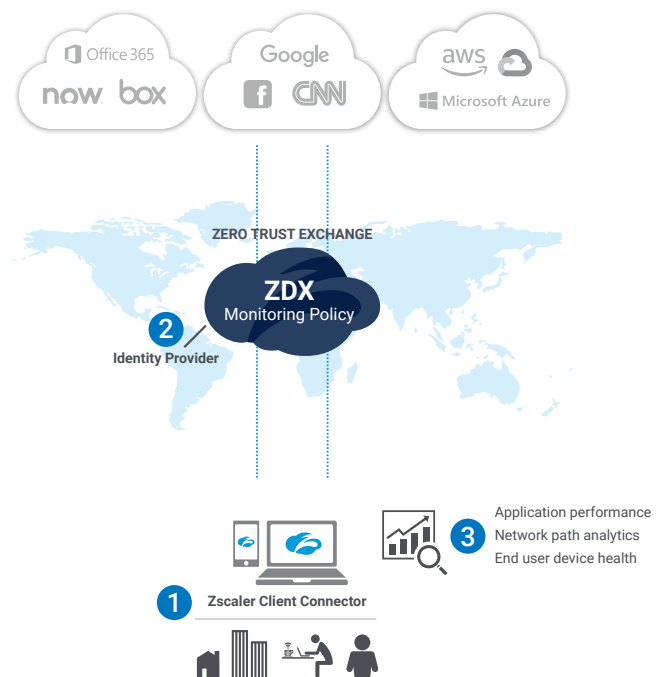
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**ZDX operational view**

1. Zscaler Client Connector is active on end-users device
2. ZDX monitoring policy is configured and pushed to Zscaler Client Connector
3. Monitoring telemetry from the end-user device

**Telemetry from every endpoint, every few minutes**

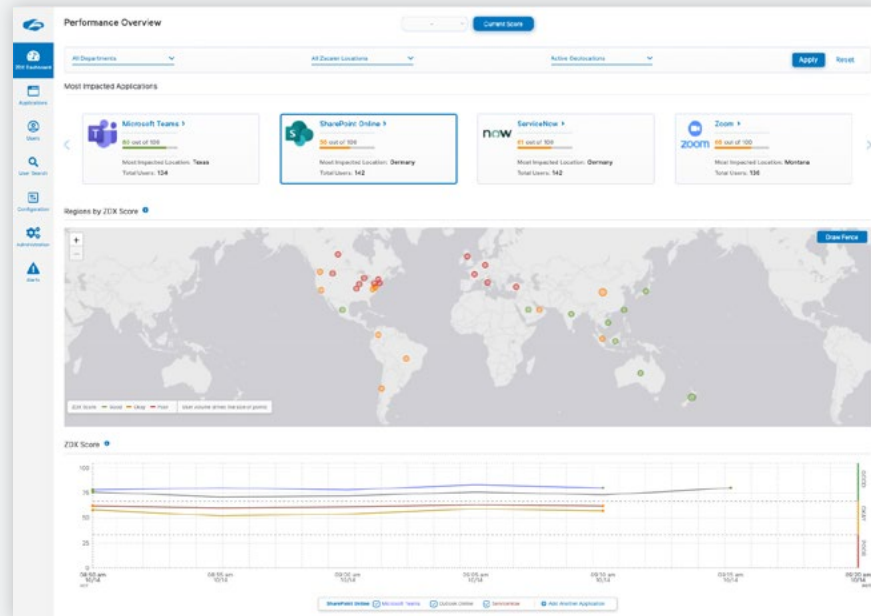
1. Synthetic web probes to critical applications
2. Network path probes to map end-to-end network path
3. End-user device health probe



## Key capabilities

### Proactive end-user experience monitoring

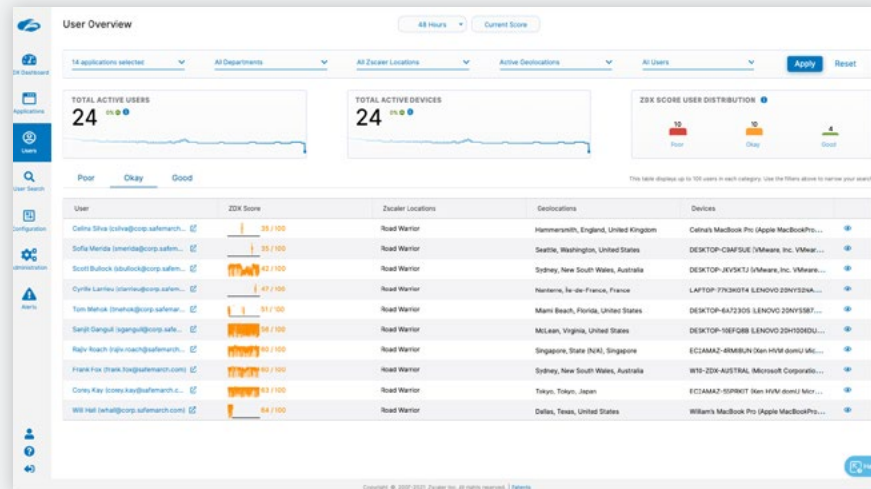
ZDX provides uninterrupted visibility into the user-to-cloud app experience. Zscaler customers can quickly isolate issues across the user to app connection and gain a deep understanding of global and regional performance issues. With continuous instrumentation from the Zscaler endpoint agent, Zscaler Client Connector, and the Zscaler cloud, IT teams get a complete and realistic view of end-user experiences with cloud.



**Figure 3:** Active monitoring of all users with ZDX

### Intuitive troubleshooting

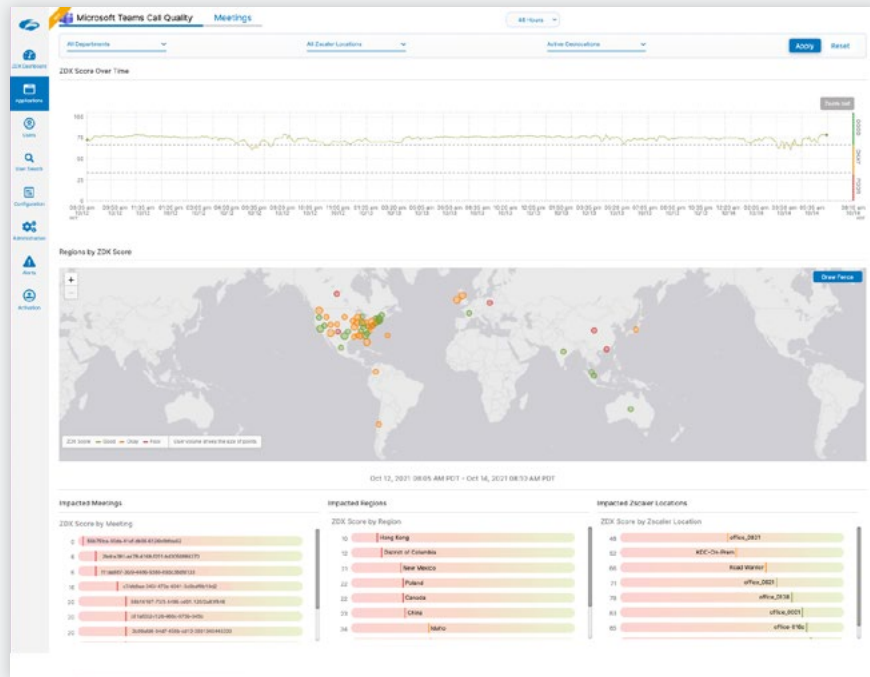
ZDX enables IT organizations to save time and isolate user experience issues faster. The Zscaler Digital Experience score quickly summarizes looming issues for each user, application, and region across any network. Intuitive visualizations drill into incidents across users, cloud apps, device time, geography, and network path. The Deep Tracing feature provides additional insights and allows admins to perform real-time root-cause analysis of a troubled connection.



**Figure 4:** Zscaler Digital Experience score for users

### UCaaS monitoring

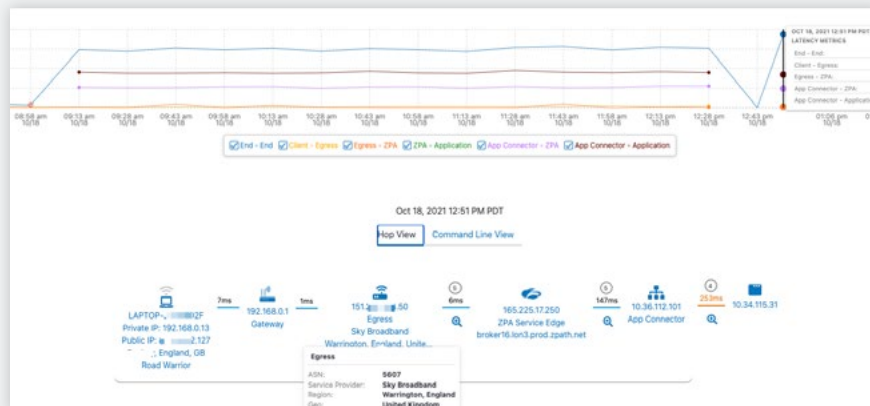
ZDX brings together multiple layers of visibility and provides insight into Unified Communications as a Service (UCaaS) applications, such as Microsoft Teams and Zoom, by integrating call, video and sharing quality telemetry collected through API-based monitoring. Active monitoring metrics are gathered from Zscaler Client Connector to provide information about the application, network path performance, and user device health.



**Figure 5:** Microsoft Teams Call Quality Dashboard

### Visibility into zero trust secured private apps

Zero trust environments, by design and intent, make it impossible for traditional monitoring tools to monitor network path. ZDX provides extensive network insights into user connectivity to secured private applications protected by Zscaler Private Access.



**Figure 6:** Network path metrics for ZPA secured private applications

## Features



### Zscaler Digital Experience Score

Leverage aggregated user experience performance metrics tracked over time at the user, app, location, department, and organizational level. Get insight into the current state of end-user experience to make more informed decisions.



### Application Monitoring

Active monitoring of application availability and uptime from the end-user device. Track critical performance metrics, including page-fetch time (PFT) and server response time.



### CloudPath Analytics

Gain granular proxy-aware insights about each network hop between the user device and the application, including Zscaler services such as ZIA and ZPA.



### Endpoint Monitoring

Track device health metrics, including WI-FI signal strength, CPU, memory usage, and network bandwidth usage for each user. Analyze device events and device metrics to gain insights into the overall health and performance of end-user devices.



### Deep Tracing

Triage user performance issues in near real-time and pinpoint the root cause at the end-user device, network path, or cloud application.



### Alerting

Set up real-time alerts and customize them to meet your performance needs. Integrate easily with your service management tools such as ServiceNow and push notifications through webhook or email.



### Pre-defined Templates

Utilize pre-defined application monitoring templates such as Sharepoint Online, Outlook Online, MS Teams, Zoom, Salesforce, and ServiceNow for rapid deployment and collection of telemetry data.

## Zscaler Digital Experience plans

### Zscaler Digital Experience is available in the following three editions:

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- **ZDX Standard** – is for businesses starting with digital experience monitoring that want to gain essential visibility and insight into user experience with ZIA and ZPA. It's available exclusively as part of ZIA and ZPA business editions and above.
- **ZDX M365** – is for businesses that have heavily invested in the Microsoft ecosystem of collaboration and productivity cloud services.
- **ZDX Advanced** – is for businesses looking to implement a comprehensive digital experience monitoring solution that scales and is flexible for use by multiple IT departments within the organization.

		Capabilities	Description	ZDX Standard	ZDX M365	ZDX Advanced
Internet-based SaaS Apps	Internet-based SaaS Apps	Monitor Internet-based SaaS applications such as Box, Salesforce, etc		✓	✓ 5 mins	✓
	Internet-based Websites /custom apps	Monitor custom internet-based destinations such as websites and web-based apps		✓	✗	✓
	Private Apps (through ZPA)	Monitor private apps in your data center and IaaS/PaaS accessed over ZPA or VPN.		✓	✗	✓
Device Monitoring	Basic Device Monitoring	Monitor end-user device health, including CPU, memory, etc. and device events		✓	✓	✓
	CloudPath and Web Probes	Number of active network or web monitoring probes configured to monitor applications		6	Pre-defined +2 Probes*	30
CloudPath Probes	Basic CloudPath Probes	Network path tracing for User Gateway Zscaler Cloud/Direct App		✓	✓	✓
	Advanced CloudPath Probes	Network path tracing with hop-by-hop analysis, ISP/AS number, and geolocation details of all internal and external hops on every probe		✗	✓	✓
UCaaS	UCaaS Monitoring (Teams and Zoom*)	Voice monitoring for Microsoft Teams and Zoom calls		✗	Teams only	✓
Internet-based SaaS Apps	Cloudpath	Polling time granularity for the network (CloudPath)		15 mins	5 mins	5 mins
	Web Monitoring	Polling time granularity for web monitoring		15 mins	5 mins	5 mins
	Device Health	Polling time granularity for device stats collection		15 mins	5 mins	5 mins
Integrations & Data retention	Alert Rules	Number of active rules configured for real-time alerting via email or webhooks		Up to 3	10	25
	Data Retention	Number of days, are retained for search and analysis		2 days	14 days	14 days
	Webhook integrations	Active webhook integrations configurable for real-time alerting		✗	10	10
Trouble-shooting	Webhook integrations	Number of active end-user device troubleshooting sessions to collect, Web, path, device health metrics, OS process-level data at 60-second intervals		✗	25	25

\*ZDX M365 plan includes pre-defined templates for Microsoft 365 services only. In addition, two custom probes are allowed for monitoring other applications.

The Zscaler Digital Experience Standard plan is included and exclusively available as part of **ZIA** and **ZPA** Business editions and above.



**“By 2021, fewer than 15% of organizations will implement holistic monitoring, putting \$255 billion of investments in cloud-based solutions at risk.”**

– **Gartner** ‘How to React to the Impact of the Cloud on IT Operations Monitoring’

## What makes Zscaler Digital Experience unique?



### ALWAYS-ON END-USER EXPERIENCE MONITORING

Continuously monitor endpoint health (including WI-FI issues), network path (including Zscaler cloud), and application performance for ALL users and their devices. There is no need to schedule monitoring tests.



### CLOUD EFFECT

Monitor at scale with a globally available, cloud-native, elastic architecture. ZDX minimizes the impact of monitoring on applications within intelligent cloud probe caching without losing visibility into user experiences with the applications.



### UNIFIED ENDPOINT AGENT

Avoid agent sprawl with Zscaler Client Connector, the industry's first unified endpoint agent for cloud security, zero trust access, and digital experience monitoring.



### USER IDENTITY CONTEXT AWARENESS

Pinpoint the exact location of end-user experience issues by correlating user identity, department, and geolocation with the rest of the performance telemetry data.

## Unlock superior digital experiences

As part of the Zscaler Zero Trust Exchange Platform, you can easily activate ZDX to expand digital experience management to all your users.

[Request a Demo →](#)

### About Zscaler

Zscaler enables the world's leading organizations to securely transform their networks and applications for a mobile and cloud-first world. Its flagship services, Zscaler Internet Access™ and Zscaler Private Access™, create fast, secure connections between users and applications, regardless of device, location, or network. Zscaler services are 100% cloud delivered and offer the simplicity, enhanced security, and improved user experience that traditional appliances or hybrid solutions are unable to match. Used in more than 185 countries, Zscaler operates a multitenant, distributed cloud security platform that protects thousands of customers from cyberattacks and data loss. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

