

Zscaler Digital Experience

Unlock superior digital experiences for your end users

Zscaler Digital Experience helps IT teams monitor digital experiences from the end user perspective to optimize performance and rapidly fix offending application, network, and device issues.

Monitoring requirements have changed in the cloud and mobile world

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

Most organizations 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.

Organization Benefits

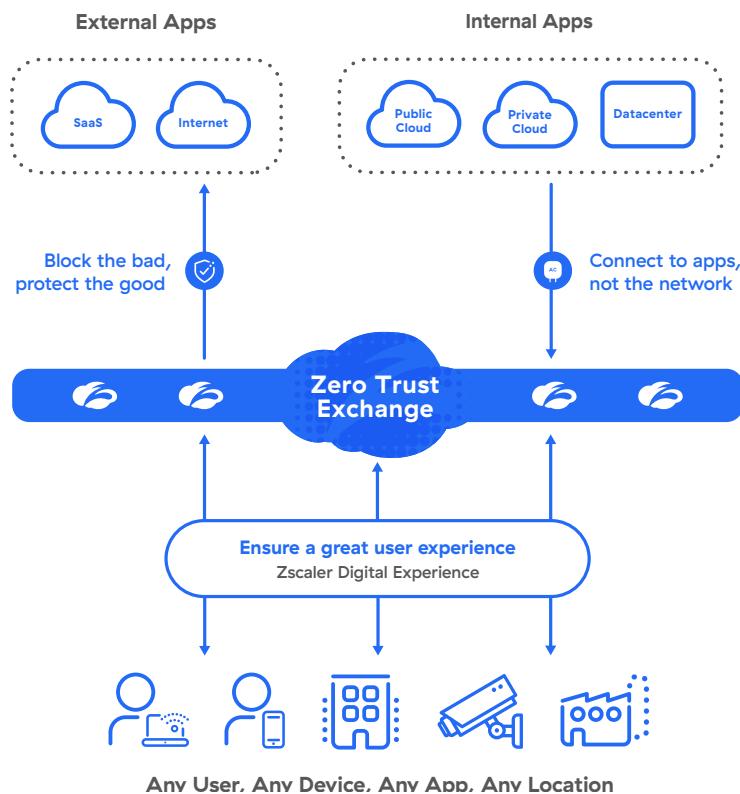
- Increase agility and collaboration among desktop, security, network, and helpdesk teams while triaging and resolving user experience issues.
- Improve productivity with better user experience and fast, secure, and reliable connectivity through the Zscaler cloud.
- Reduced complexity and cost of point monitoring solutions.
- Simplify operations using the same lightweight agent for all Zscaler services.

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

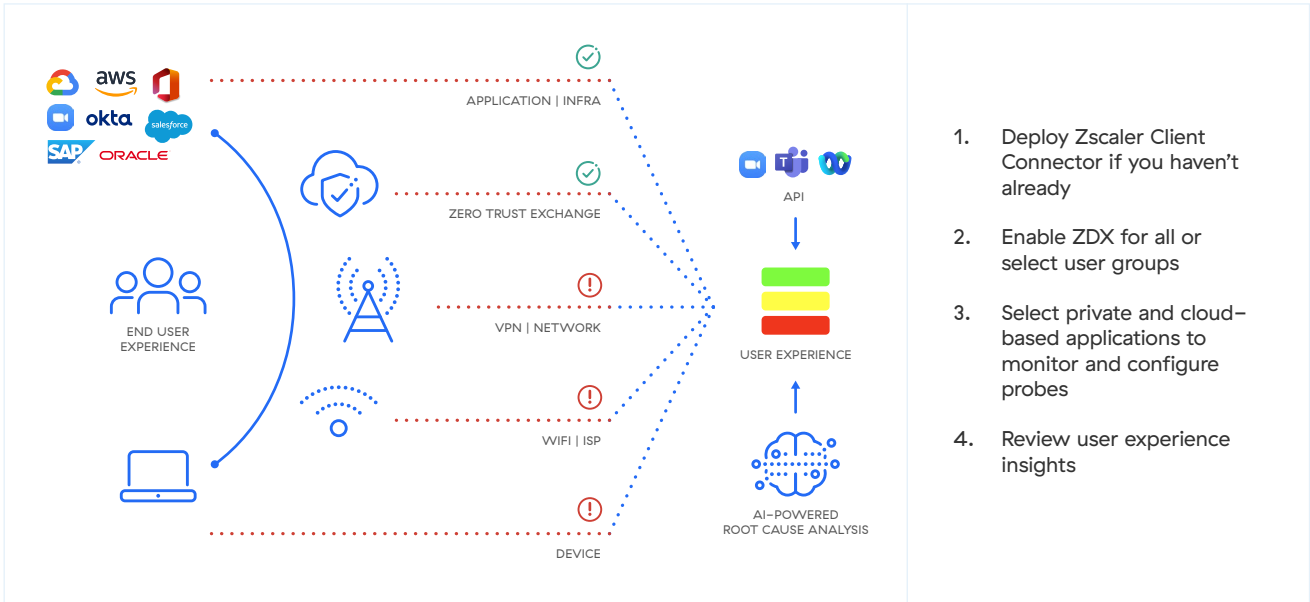
Turn the lights on with Zscaler Digital Experience

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

ZDX leverages Zscaler Client Connector and the Zscaler Zero Trust Exchange to actively monitor applications from an end user or customer perspective. It continuously collects and analyzes various performance metrics, including application availability, response times, network hop-by-hop performance metrics, and 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 and application or services issues.

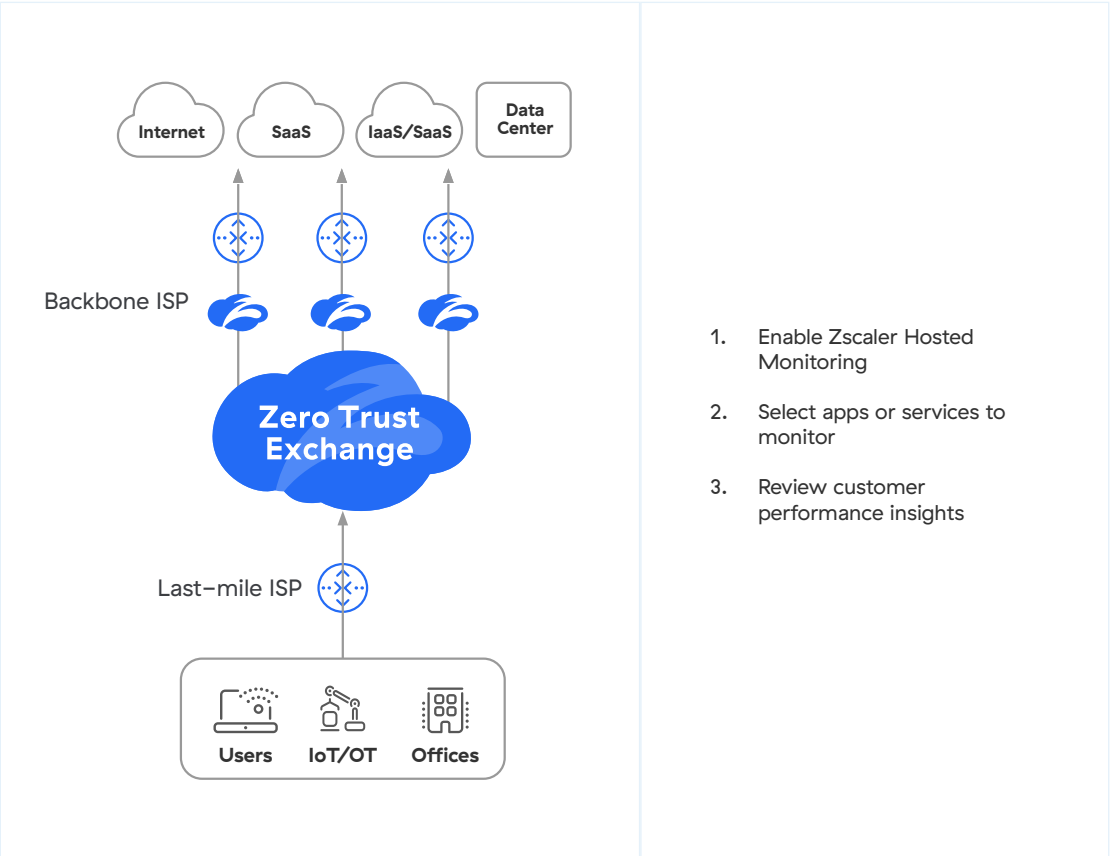


ZDX is part of the Zero Trust Exchange



1. Deploy Zscaler Client Connector if you haven't already
2. Enable ZDX for all or select user groups
3. Select private and cloud-based applications to monitor and configure probes
4. Review user experience insights

ZDX unifies monitoring silos



1. Enable Zscaler Hosted Monitoring
2. Select apps or services to monitor
3. Review customer performance insights

Monitor app performance from Zscaler managed locations

Use cases

Hybrid workforce experience monitoring

Hybrid work has increased ticket resolution times by 30%. Detect issues that impact user experience, reduce mean time to resolution, and keep employees productive no matter where they are.

UCaaS (Unified Communications-as-a-Service) Monitoring

By 2030, more than 75% of companies will use UCaaS for their calling, meeting, and messaging needs, according to Metrigy research. Ensuring optimal experiences with an integrated view of application, network, and device health as well as the audio, video, and sharing quality of Microsoft Teams, Zoom, and Cisco Webex calls is key to keeping employees productive.

ZTNA (Zero Trust Network Architectures) Visibility

According to an ESG survey, 66% of organizations invested in digital experience monitoring (DEM) to effectively achieve their Zero Trust goals, with 92% considering DEM critical for being proactive with complete end-to-end visibility.

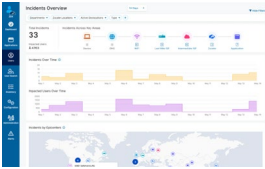
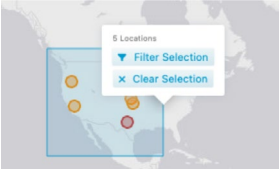

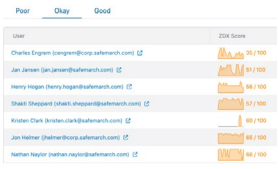
SLA Monitoring for SaaS Applications

Employee productivity and operational continuity depends upon the performance and availability of critical apps like Microsoft 365 or Salesforce. Ensuring that SaaS vendors remain compliant with SLAs keeps the organization running smoothly and eliminates costs for services that aren't being delivered as promised. Additionally, enterprises delivering digital services to customers are required to meet performance and availability benchmarks outlined in SLAs.

Benefits


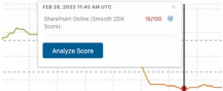



Be the first to know when user experience degrades

Understand the digital experience of your apps and services, from your users' perspective, no matter where they are, which devices they use, or the networks they rely on.

| Proactively help users | Leave no user behind | Get precise, timely alerts | See details on every user's experience |
|---|---|--|---|
|  |  |  |  |
| Detect problems in apps, Wi-Fi, Zscaler data centers, ISPs, and endpoint. | Get global and filtered views of your users and their satisfaction scores. | Get alerted via email, IM, or tools like PagerDuty when user experience suffers. | Review each user's score and underlying causes of poor experiences. |

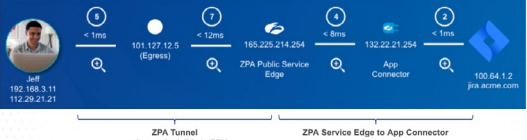
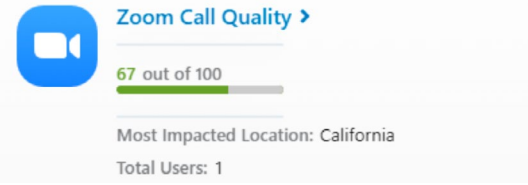
Rapidly resolve performance issues

Ensure seamless user experiences and get users back to work faster.

| | | | | |
|--|--|---|--|--|
| <p>Instant answers to app, network, and device performance questions</p> <p>Configure Alert Retrieve Insights</p> <p>About Page Fetch Time</p> <p>Enter your question here... </p> <p>Instantly troubleshoot and resolve digital performance problems, and get insights by asking questions.</p> | <p>Expose root cause with AI-powered analysis</p>  <p>Quickly isolate root causes in devices, Wi-Fi, security services, networks, or apps.</p> | <p>Reduce tickets by empowering end users</p>  <p>Reduce tickets by enabling end users to fix problems that impact their digital experience</p> | <p>Expedite fixes with consolidated insights</p>  <p>Eliminate time-consuming analysis with device-to-app diagnostic details.</p> | <p>Integrate to streamline problem resolution</p>  <p>Integrate via the ServiceNow Store. Request insights, detailed diagnostics, and more via public API.</p> |
|--|--|---|--|--|

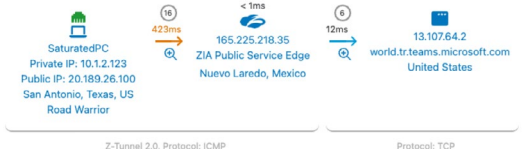
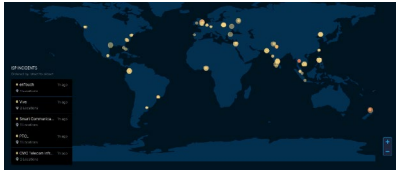
Ensure application performance

Monitor apps to ensure that your users experience uninterrupted service.

| | |
|--|--|
| <p>Monitor all apps</p> <p>Observe secured apps running in your data center or cloud, and SaaS like Microsoft 365. Understand page fetch and DNS times.</p>  <p>ZPA Tunnel no longer invisible to ZDX</p> <p>ZPA Service Edge to App Connector</p> | <p>Ensure great virtual meetings</p> <p>Analyze user experiences for every Zoom, Teams, or WebEx meeting to identify root causes for poor call quality.</p>  <p>Zoom Call Quality ></p> <p>67 out of 100</p> <p>Most Impacted Location: California</p> <p>Total Users: 1</p> |
|--|--|

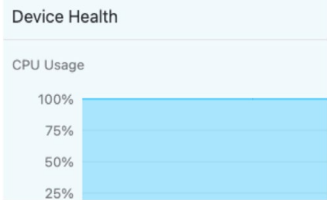
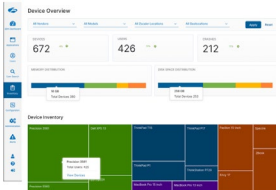
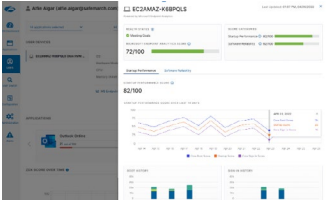
Get comprehensive network insights

Harness the network visibility you need—even across those you don't control—to support users working from offices and homes.

| | |
|--|---|
| <p>Get network insights by hop</p>  <p>Track packet loss and latency for each hop, and remotely initiate packet captures for deeper network troubleshooting.</p> | <p>Understand the impact of ISPs</p>  <p>See how ISP issues like blackouts, brownouts, and increased latency impact user experience. Visit ISP Insights.</p> |
|--|---|

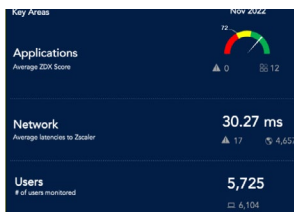
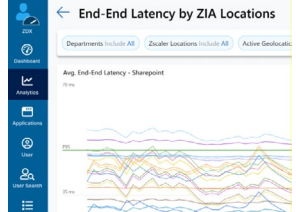
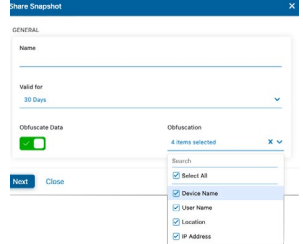
Get detailed device insights

Understand the breadth of devices and software in your organization. Get detailed insights for each device, no matter where it is.

| | | |
|---|--|---|
| <h3>Keep every device within reach</h3>  <p>Instantly access device health metrics like CPU, memory, disk I/O and Wi-Fi, active processes, and more for troubleshooting.</p> | <h3>Review inventory</h3>  <p>Understand the breadth of devices by manufacturer and models, and software by version and deployment.</p> | <h3>Get Microsoft device insights</h3>  <p>Review crash statistics, boot and startup times across Microsoft devices, and fix issues from within ZDX.</p> |
|---|--|---|

Maximize digital experiences with global insights

Review the impact of digital experience initiatives on employee productivity. See trends and seek opportunities for optimization.

| | | |
|--|---|--|
| <h3>Insights for productivity reviews</h3>  <p>Understand digital experience health across applications, networks, and devices.</p> | <h3>Review performance trends</h3>  <p>Optimize app, network, and device performance for using built-in reports.</p> | <h3>Share detailed insights</h3>  <p>Reduce tickets by sharing critical dashboard and report snapshots.</p> |
|--|---|--|

Features

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.

Network Monitoring

Gain granular proxy-aware insights about each network hop between the user device and the application, including Zscaler services such as ZIA (including third party proxy and non-default route support) and ZPA (VPN).

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.

ZDX 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.

Incident Dashboard

Detect problems in applications, Wi-Fi, Zscaler data centers, last mile and intermediate ISP, and the endpoint, with automated AI-powered correlation.

ZDX Copilot

Instantly troubleshoot and resolve digital performance problems across applications, networks, and devices, and get insights by asking questions.

AI-powered Root Cause Analysis

Automatically isolate root causes of performance issues. One-click comparison highlights the difference between good versus poor user experience. Spend less time troubleshooting, eliminate finger-pointing, and get users back to work faster.

Self Service

Empower end users to fix problems that impact their digital experience, if a fix is under their control. A lightweight AI engine running in Zscaler Client Connector notifies users of issues like poor Wi-Fi or high resource utilization, and then offers suggestions on how users can resolve those issues themselves.

Software and Hardware Inventory

Fully understand your software and hardware portfolio and versions deployed across your organization and on each device. Rapidly troubleshoot and fix end user device issues without having to remote in, and keep them in compliance.

Zscaler Hosted Monitoring

Continuously monitor availability and performance of applications and services from globally distributed locations.

ISP Insights

Monitor the Health of the Internet: be the first to spot ISP incidents across the globe, by severity. Pick top-performing ISPs to optimize user experience. [Go to ISP Insights](#)

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. Support all employees, even those not on the corporate network with remote packet captures.

Dynamic Alerting

Set up dynamic alerts and customize them to meet your performance needs, allowing for automatic detection of anomalies. 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.

Robust API Integrations

Integrate ZDX digital experience insights with popular ITSM tools like ServiceNow to provide additional insights and trigger remediation workflows. ServiceNow support staff can run AI-powered Automated Root Cause Analysis to easily identify issues.

ZDX Snapshots

Share critical dashboards or reports with admins/non-admins, employees or people outside your organization with the ability to obfuscate private data.

ZDX Data Explorer

Easily manipulate your data to build reports relevant to your organization.

Zscaler Digital Experience plans

Zscaler Digital Experience is available in the following four editions: 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 the cloud.

ZDX Standard — perfect for organizations that are starting out to monitor digital experiences of users and performance monitoring of applications.

ZDX M365 — best for organizations with significant investments in the M365 productivity suite, including Microsoft Teams.

ZDX Advanced — comprehensive digital experience monitoring solution for organizations with advanced IT support needs and includes everything from Standard, M365 plans, and more.

ZDX Advanced Plus — the ultimate digital experience monitoring solution with maximum visibility, alerting, and AI troubleshooting capabilities.

Zscaler Digital Experience Plans Feature Comparison

| | Capabilities | Description | ZDX Standard | ZDX M365 | ZDX Advanced | ZDX Advanced Plus |
|--|---------------------------------------|--|--------------|-----------------------|---------------|-----------------------------------|
| Application Monitoring | Internet based SaaS Apps | Monitor Internet based SaaS applications such as Box, Salesforce etc | ✓ | ✓ (M365) | ✓ | ✓ |
| | Internet based Websites / custom apps | Monitor custom internet-based destinations (e.g., websites, web-based apps, third party proxy, NDR support) | ✓ | ✓ | ✓ | ✓ |
| | Private Apps (through ZPA) | Monitor private apps in your data center and IaaS/PaaS accessed over ZPA (VPN) | ✓ | ✓ | ✓ | ✓ |
| Device Monitoring | Basic Device Monitoring | Monitor end-user device health including CPU, memory etc. and device events | ✓ | ✓ | ✓ | ✓ |
| | Device & Software Inventory | Understand your software portfolio and versions deployed across your organization and on each device | ✗ | ✗ | ✓ | ✓ |
| | Software process level monitoring | Monitor top processes over time | ✗ | ✗ | ✗ | ✓ |
| | Software process analytics | Top process analytics over time | ✗ | ✗ | ✗ | ✓ |
| Network Monitoring | CloudPath and Web Probes | Number of active network or web monitoring probes configured to monitor applications | 6 | Pre-defined +2 Probes | 30 +N probes* | 100 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 Geo-location details of all internal and external hops on every probe | ✗ | ✓ | ✓ | ✓ |
| | Hosted Monitoring | Web and network performance analysis from Zscaler hosted locations | ✗ | ✗ | ✗ | 1 probe per 1K users, 1 location* |
| UCaaS | UCaaS monitoring (Teams, Zoom, Webex) | Voice monitoring for Microsoft Teams, Zoom, Webex calls | ✗ | Teams only | ✓ | ✓ |
| Polling Time Interval | Cloudpath | Polling time granularity for network (CloudPath) | 15 mins | 5 mins | 5 mins | 5 mins |
| | Web Monitoring | Polling time granularity for web monitoring | 15 mins | 5 mins | 5 mins | 5 mins |
| | Device Health | Polling time granularity for device stats collection | 15 mins | 5 mins | 5 mins | 5 mins |
| Integrations & Data retention | Data Retention | Number of days, are retained for search and analysis | 2 days | 14 days | 14 days | 14 days |
| | Webhook integrations | Active webhook integrations configurable for real-time alerting | ✗ | 10 | 10 | 10 |
| | APIs | ZDX public API provides programmatic access to ZDX data | ✗ | ✓ (M365 events) | ✓ | ✓ |

| | Capabilities | Description | ZDX Standard | ZDX M365 | ZDX Advanced | ZDX Advanced Plus |
|-------------------------|--|---|--------------|----------|-----------------|-------------------|
| Trouble-shooting | Deep Tracing | Number of active end-user device troubleshooting sessions to collect, <ul style="list-style-type: none"> • Web, path, device health metrics, • OS process-level data at 60 second intervals remote packet capture | ✗ | 25 | 25 | 100 |
| | Automated Root Cause Analysis | Automatically isolate root causes of performance issues (analyze, compare) | ✗ | ✗ | ✓ | ✓ |
| | Incident dashboard | List incidents across applications, Zscaler data centers, last mile ISP, and Wi-Fi | ✗ | ✗ | ✗ | ✓ |
| | Alert Rules | Number of active rules configured for real-time alerting via email or webhooks | Up to 3 | 10 | 25 | 100 |
| | Dynamic Alerts | Set intelligent alerts based on deviations in observed metrics | ✗ | ✗ | ✓ | ✓ |
| | Snapshots | Create a read-only shareable URL snapshot | ✗ | ✗ | ✓ | ✓ |
| | Self Service | Proactively notify end users of Wi-Fi and ISP issues | ✗ | ✗ | ✗ | ✓ |
| Analytics | Copilot | AI engine using natural language to identify performance impact across devices, networks, and applications | ✗ | ✗ | ✗ | ✓ |
| | Data Explorer | View performance impact by analyzing specific app or user data | ✗ | ✗ | 1 app, 1 metric | 4 apps, 4 metrics |
| | Quarterly Business Review (QBR) report | Summarized user experience and performance insights, disruptive incidents review | ✓ | ✓ | ✓ | ✓ |
| | System generated reports | Trends across applications, locations, devices, and network metrics | ✗ | ✗ | ✓ | ✓ |

*additional probes available in a separate SKU



About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

© 2024 Zscaler, Inc. All rights reserved. Zscaler™, Zero Trust Exchange™, Zscaler Internet Access™, ZIA™, Zscaler Private Access™, ZPA™ and other trademarks listed at zscaler.com/legal/ trademarks are either (i) registered trademarks or service marks or (ii) trademarks or service marks of Zscaler, Inc. in the United States and/or other countries. Any other trademarks are the properties of their respective owners.