

Universal Synthetic Monitoring for Any Application, from Anywhere



Key Benefits

- ✔ **Protect digital experience and brand reputation:** Continuously verify that critical multi-step user journeys complete correctly. Proactively alert IT teams to application issues before they impact customers, employees, or partners.
- ✔ **Maximize service reliability and productivity:** Maintain high-performing IT services by detecting even small performance degradations early before they escalate into major disruptions.
- ✔ **Demonstrate SLA compliance and operational excellence:** Gain visibility into application performance and prove adherence to SLA commitments.
- ✔ **Accelerate issue resolution and lower operational costs:** Rapidly pinpoint where user journeys break at the step level - minimize downtime, reduce MTTR, and avoid costly escalations.

Beyond Up/Down Monitoring

- ✔ **Validate real business outcomes, not just availability:** Automatically verify reports, PDFs, files, data, and workflows to ensure applications deliver correct results.
- ✔ **Assure end-to-end digital journeys:** Continuously track and verify execution of integrated web, desktop, and voice workflows across systems.
- ✔ **Protect data accuracy and compliance:** Perform data integrity and correctness checks using JSON, XML, or text parsing against business rules to detect errors and reduce regulatory risk.
- ✔ **Safeguard customer interactions:** Proactively validate user interactions with IP telephony and IVR systems to verify backend system responses.
- ✔ **Get comprehensive audit trails:** Capture logs, screenshots, and outputs to confirm applications behave exactly as expected.

A Simple and Cost-Effective Way to Assure Business Outcomes

Synthetic monitoring provides a rapid way to validate whether applications actually complete critical workflows. Lightweight software robots simulate real user interactions from strategic locations, continuously measuring availability and response times.

With no application agents to install, no code changes, and no special permissions required, IT teams can deploy synthetic monitoring in minutes. This makes it easy to proactively monitor critical applications, identify issues before users are impacted, and establish performance baselines.

Synthetic monitoring delivers rapid value with minimal effort by continuously validating execution outcomes and exposing failures that traditional monitoring reports as healthy. It provides a practical starting point for performance management while reducing operational risk and cost.

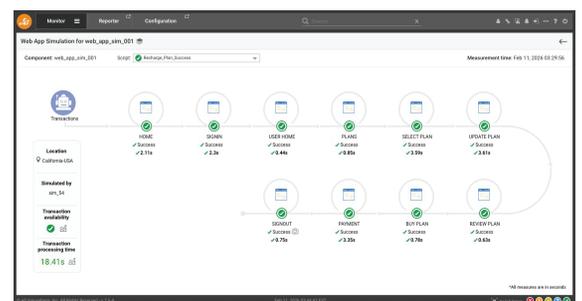
Despite its value, legacy synthetic monitoring tools struggle with several challenges:

- **Highly heterogeneous and fragmented environments:** Many organizations operate a mix of modern web applications, rich interactive interfaces (Canvas, SVG, HTML5), desktop-in-browser experiences, and legacy thick- and thin-client applications. Synthetic monitoring tools limited to traditional web interfaces fail to observe large portions of this estate, leaving critical workflows unmonitored.
- **Complex authentication and access controls:** Most business applications rely on identity and access management frameworks, including multi-factor authentication. Synthetic monitoring solutions that cannot reliably handle modern authentication workflows are difficult to deploy at scale.
- **Strict security and deployment requirements:** Many mission-critical applications are hosted on-premises due to regulatory, data sovereignty, or security constraints. Cloud-only synthetic monitoring tools are unsuitable for security-conscious organizations that require full on-premises deployment and control.

eG Enterprise Universal Simulation for Secure, Hybrid Applications

eG Enterprise Universal Simulation is purpose-built for secure, hybrid IT environments, giving organizations complete control over how and where monitoring is deployed. It supports 100% on-premises deployments, including air-gapped environments with no Internet connectivity, while also being available as a fully managed SaaS option.

A single lightweight robot continuously validates multi-step application workflows, enabling rapid coverage with minimal infrastructure. As needs grow, additional robots can be seamlessly added, and the same application can be monitored from multiple geographic locations to uncover location-specific performance issues.



eG Enterprise Addresses Common Synthetic Monitoring Challenges

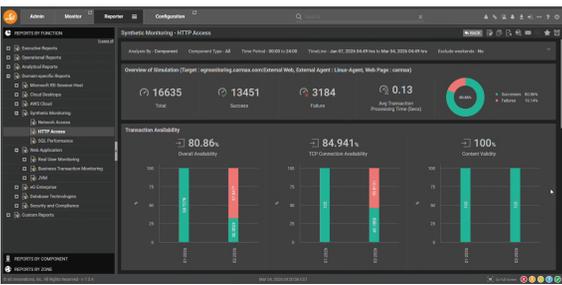
- ✔ Script fragility and breakage
- ✔ User Interface (UI) coverage blind spots
- ✔ Release-driven maintenance churn
- ✔ Developer dependence
- ✔ Restrictive licensing

Tightly integrated with the eG Enterprise platform, Universal Simulation enables IT teams to prove application SLA compliance. They can get real-time alerts on failures, gain visual evidence through captured screenshots, and can automatically create incidents in ITSM tools — accelerating resolution, improving accountability, and reducing business risk.

Key Features of eG Enterprise Universal Simulation

Support Any Application Technology

- **Monitor every application — without technology limitations:** Powered by OCR, Universal Simulation supports web, non-web, legacy, and modern applications alike, including mixed workflows that span multiple interface types.
- **Gain true end-to-end service visibility:** Simulate real user journeys across the entire service delivery chain, measuring success and response time at every step.
- **Expose hidden performance bottlenecks:** Quickly identify slowdowns in external dependencies — such as authentication services or payment gateways — even when they are outside your direct control.



eG Enterprise supports:

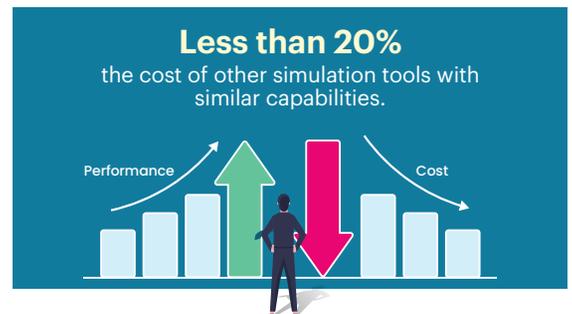
Applications with Modern UIs	Legacy UIs
HTML5	Flash (still used in manufacturing/SCADA)
Canvas-based dashboards	Silverlight
SVG-driven visualizations	Java Applets
Shadow DOM / Custom Web Components	Thick clients
React/Angular/Vue SPAs	Thin-clients
Desktop-in-browser Interfaces (Citrix, VDI web portals)	Legacy intranet applications with nested iframes (Inline Frames)

Seamless Support for Secure Access and Authentication

- **Automate multi-factor authentication:** Built-in support for TOTP and secure token generation ensures uninterrupted monitoring of protected applications.
- **Handle real-world authentication workflows:** Reliably process one-time passwords delivered via email or SMS, as well as tokens generated by scripts, APIs, or files.
- **Monitor applications behind secure network access:** Simulate VPN sign-in sequences to validate access to business-critical systems.
- **Support enterprise identity standards:** Seamlessly monitor applications requiring Active Directory-based authentication.

Simple, Predictable, Per Node Licensing

- **Straightforward, predictable pricing:** License by the node running the simulation — no limits on scripts, steps, thresholds, or execution frequency. Scale usage without increasing costs.
- **Complete operational control:** Decide exactly when simulations run, restrict them to specific time windows, and define maintenance periods to avoid unnecessary alerts.
- **Maximize infrastructure efficiency:** Run universal simulation alongside other performance monitoring tasks on the same node — no need for dedicated infrastructure.



Why eG Enterprise Universal Synthetic Monitoring?

Capability	eG Enterprise	Others
Deployment	On-prem, air-gapped or SaaS	SaaS/cloud only
Pricing	Host-based	Per test run, per step
Browser	Real Chrome/Edge, Windows, any thick client	Simulated browser
User Interface Technology Support	OCR + DOM	DOM-only
Support for Native Apps	Yes	No
Enterprise Authentication	Full	Limited
Customization	No-code (IT operations can handle)	Coding (requires developer support)
Resource requirements	Lightweight, low overhead	Higher processing and memory requirements

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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