Complete Visibility Over the Work from Anywhere Endpoint Environment

Rapidly resolve performance issues and easily troubleshoot agent activity.

THINSCALE

Endpoint Observability to Improve Service Delivery

Organizations around the world are choosing to implement a Work from Anywhere policy. However, this highlights the need to observe device performance while increasing IT efficiency.

Product Benefits

| Enhanced Agent Service Delivery

Ensure agents have the **best environment** to provide the optimal customer experience.

| Easiest way for IT to troubleshoot

Improve IT efficiency by **alleviating support bottlenecks** through analyzing critical performance data and an easy-to-navigate event log viewer.
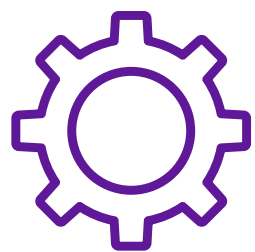
| Complete Endpoint Visibility

Monitor device performance in your work from anywhere environment, providing **visibility on mass and on an individual basis.**

| An all-in-one Solution

ThinScale provides an **all-in-one solution** for security, compliance, management and analytics for work from anywhere environments, decreasing the cost impact due to owning multiple tools and reducing the number of attack vectors.

Product Features

| Agent Alerting

Trigger push notifications to alert agents of performance issues.

| Event Logging

Quickly search and analyze logs to **expedite troubleshooting.**

| PC Performance & Internet

Quickly view agent workspace performance through detailed graphs within the ThinScale Management Platform, all in **real-time.**

Metrics Collected

PC Performance	Event Logging	Internet	
		Basic Speed test (on startup only)	**Latency Monitoring** (continuous)
CPU Usage	**Windows Event logs** • Application errors • System errors • Critical level events	Upload	Internet latency
Ram Usage	**TK & SRW Diagnostic events** • All TK & SRW component diagnostic events	Download	Packet loss
Network upload & download		Jitter	**Indicators when latency exceeds admin-defined maximums:** • Automatically discover 1st point on Local ISP • List of Internet targets for testing
HDD read & write usage		General internet latency	

Device Analytics View

DateTime	Download (Mbps)	Upload (Mbps)	Jitter (ms)	Latency (ms)	Test Host	Location
8/2/2022 10:38:34 AM	22.57	2	13.25	40.27	http://atl.speedtest.clouvider.net/backend	Atlanta, United States (Clouvider) by
8/2/2022 7:34:03 AM	21.37	2.01	12.21	41.91	http://atl.speedtest.clouvider.net/backend	Atlanta, United States (Clouvider) by
8/1/2022 10:11:21 AM	22.83	2.05	2.52	36.64	http://atl.speedtest.clouvider.net/backend	Atlanta, United States (Clouvider) by
7/27/2022 1:52:07 PM	19.19	1.99	7.03	58.18	https://riverside.rocks/	Virginia, United States, OVH by

Export

Last Heard From	CO/Region	ST/Province	city	SvcVer	cfg_ver
8/9/2022 2:59 PM	United States	Texas	McKinney	MR Development Config 3	0.3.0

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