Complete Visibility Over the Work from Anywhere Endpoint Environment

Rapidly resolve performance issues and easily troubleshoot agent activity.

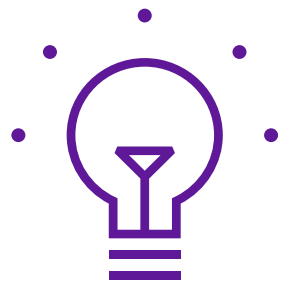**THINSCALE**

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.
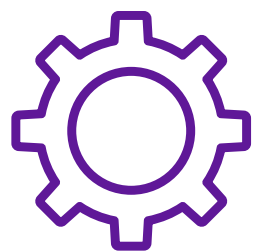
| Complete Endpoint Visibility

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

THINSCALE

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