## PROFILE

You represent a small distributor. The business applications used for stock management, ordering, customer accounts, and CRM are hosted by a data center. Many travelling salespeople cover the full territory. They connect to their applications on a daily basis, using 3G/4G or Wi-Fi from customer sites. These demanding users' complaints are piling up on your desk.

## GOAL

**Your first goal is to assess user experience quality for the most critical application transactions to the entire mobile population, determine the frequency and primary cause of poor service and plan infrastructure upgrades.**

**Your second goal is to set up user experience quality tracking once the infrastructure has been upgraded.**

# QoE of Mobile users Troubleshooting

The Mobile demanding users' complaints are piling up on your desk. You have doubts about the server's hosting capacity and the volumes of data entering and leaving the data center over the WAN link; the salespeople won't stop asking you to upgrade to 4G. Your budget is limited, and you have to make targeted investments, choosing only those that provide a fast and certain return.

An H5-200 unit installed on the mirror port of the data center's entry switch can provide an overview of the mobile users' flows in both directions to servers based at the data center, in mere minutes.

By narrowing the search to SaaS-hosted servers, you can measure the response times and the volumes of the connections on a minute-by-minute basis, for each user and each application.

In just a few clicks, you can easily generate analysis models that will ultimately enable you to determine which resources to upgrade: servers, WAN connections, or mobile subscriptions, as well as when to upgrade them. You'll also be able to objectively measure the quality of service improvements that result from your investments. You can analyze, through the H5-Performance Reporter, your decisions' impacts for all actors.