



Watchman

WhiteSpider Managed Services

WhiteSpider's Watchman: Solving Workplace Connectivity Issues

WhiteSpider Watchman is a network intelligence platform designed to provide visibility into end-user experience and health across various networks and services. Watchman uses a comprehensive approach to monitoring and diagnosing performance issues across wireless, wired LANs, and WAN/SD-WAN infrastructures. The platform operates on the principle of measuring the details of application performance, including bottlenecks, loss, latency, jitter, throughput, and the overall end-user experience.

Watchman operates using small custom-built Raspberry Pi 'Agents' (which are called Watchman Agents) that are positioned anywhere you wish across your network. They can be connected to your wired or wireless networks, and once connected will emulate application traffic from the device to the application host.

What are the typical scenarios where I would use Watchman?

The general answer to this is: anywhere that you want to get more insights into application and network performance and/or end-user experience.

There are a number of scenarios where WhiteSpider's customers are using Watchman, here are a few examples:

Places reporting poor WiFi

If users are reporting poor Wi-Fi experience, then placing Watchman Agents in those locations and connecting to their applications can help identify more precisely what is causing the issues, and if it is even anything do to with Wi-Fi.

Identifying poor application performance

If users are reporting poor application performance, then Watchman can help by connecting the wired or Wi-Fi network and emulating a range of applications, and tracking the performance of all of these.

Large number of small branches/stores

In this instance sending an engineer to site every time users have Wi-Fi or application performance issues can be expensive. Having a Watchman Agent in each location gives the ability to determine if the issue is at the store, and so requires an engineer.

WhiteSpider's Watchman: Optimise End-user Experience and Network Efficiency

What sets WhiteSpider's Watchman apart from other monitoring solutions is its granularity and cost-effectiveness. Unlike competing products with limited customisation options and complex pricing structures, Watchman offers granular customisation at a competitive price point. With no cap on the number of tests, Watchman ensures that organisations of all sizes can access cutting-edge Wi-Fi and network monitoring capabilities without breaking the bank.

Boost Cost-effectiveness & Ensure Appropriate Budget Allocation

With no cap on the number of tests, Watchman provides real-time insights into network performance and end-user experiences, empowering you to allocate resources based on detailed insights.

Enhance Visibility, Reporting & Analysis of Infrastructure

Automate monitoring of key attributes and assess metrics, enabling you to prioritise connectivity issues accordingly and achieve effective orchestration of infrastructure.

Data-driven Insights into Actual Performance & Behaviour of Infrastructure

Determine the root cause of your connectivity issues with Watchman and address issues before they snowball into bigger problems for end-users and applications.

Improve Digital Experience for Users & Clarity for Management

Unlock unparalleled flexibility and insight through customised scripts to enhance the digital experience for the end-user and enrich observability for management.

Toolsets for Network Performance Monitoring and End-user Experience

Watchman features have been designed to monitor network and application performance and end-user experience more effectively.

- **Granular Customisation:** Create your own bespoke scripts either on-site or virtually, providing a unique diagnostic capability such as remote packet capture and Console over IP.
- **Key Insight:** Access to a custom dashboard, enabling you to have insight into key performance indicators as to which Watchman Agent, where, and when, offering a comprehensive view of network health.
- **WAN & SD-WAN Monitoring:** Monitor WAN links and SD-WAN performance, Watchman helps optimise routing, bandwidth allocation, and application delivery.
- **Device & Alert Management:** Allocate hierarchical structure to Watchman Agents, customise which attributes you want to monitor, and set alert parameters to your liking.

Watchman meticulously monitors sixteen key network attributes. Here are the attributes you would be able to monitor:

Wired & Wireless End-User-Experience (EuE):	End to End Application Performance:
Frequency	Path MTU Discovery
Bit Rate	End to end latency from user to application
TX errors	Per-hop latency
TX loss	TCP Optimisation performance
DNS response	TCP throughput
Link quality	Link loss
Signal level	Link Jitter
Ping latency	QoS performance
External TCP connect time	Application performance
Internal TCP connect time	Overall end user experience
External HTTP connect time	
Download speed	
Upload speed	

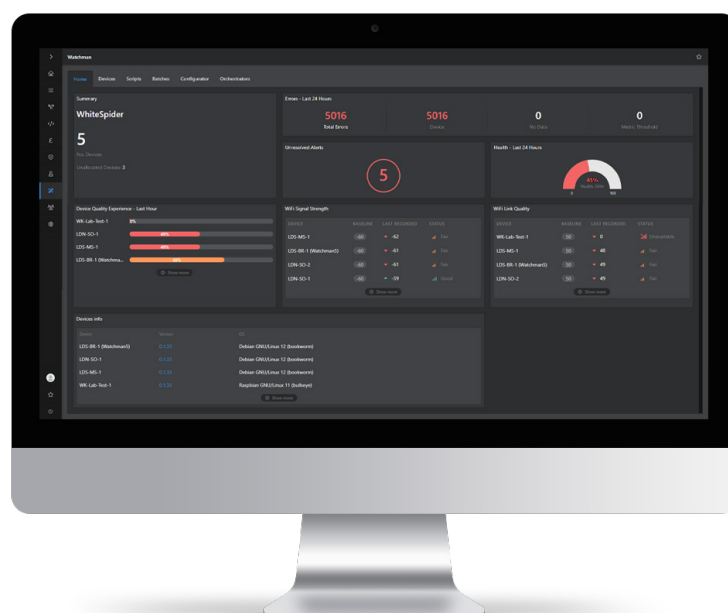
Watchman's value-add is the ability to run customised scripts. These scripts help with testing and orchestration of infrastructure. WhiteSpider's Watchman has pre-packaged scripts for (but not limited to):

- Application Analysis
- Packet Capture

You can also **create your own custom-scripts** specific to your infrastructure depending on your requirements.

Real-time Monitoring and Analytical Dashboard

Through WhiteSpider's SaaS platform, Merlin, you can manage your Watchman Agents and easily identify where connectivity issues are occurring; enabling you to efficiently investigate and remediate connectivity issues all within one platform.





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