

## Data Sheet – E2Ewizard



### End-to-end Monitoring across all Platforms

The E2Ewizard is the monitoring and reporting module of the Connection Wizard software suite. It collects and reports state information across all elements in the access chain. The data facilitates live trouble-shooting as well as mid- and long-term infrastructure planning in order to improve the overall experience of your remote users.

#### The complete view

There are many elements involved in a remote access scenario from software and hardware installed on the client itself through networks and gateways down to application processes running in a datacenter. Most involved elements provide a good variety of status parameters and health checks. Nevertheless, it is typically left to the user and his service support to figure out which data is relevant and how to correlate the information from various sources.

We believe that the most relevant view lies on the client. That is why E2Ewizard gathers all relevant information for a specific access scenario from a client perspective. In the case of an issue, this allows the client to automatically initiate measures for self-remediation or share the health status with a support dash board in order to allow a help desk to support the user effectively.

#### Key User Benefit: Service stability

Remedies for recurring trouble scenarios can be automated and distributed as configuration changes to all clients with immediate effect. This allows overcoming common error scenarios for the entire client population with short reaction times. Users will benefit from an increased service stability and quality.

#### Key Service Benefit: Support efficiency

As soon as a remote client has network access (even before establishing connectivity with the internal network) a full status view of the client can be shared over a support dash board. During a support call, this provides support personnel with a detailed and accurate view of the client status. Problems can be pinpointed and resolved rapidly.

#### Invest where it is needed most

Every access infrastructure has its weaknesses and needs for renewal. It is often not clear however that investing in obvious weaknesses will bring most benefits. It is even harder to verify that the improvements had the desired effect. E2Ewizard provides reports to facilitate service planning starting with the simple

facts of knowing what your user population is actually using (most features go unused as with almost any service). The reports will allow focusing on the areas with the highest return on investment (ROI).

**Key Service Benefit: Measurable KPI**

Key Performance Indicators (KPI) can be tracked in real time. KPIs can range from general measurements like “successful connects” or “average connectivity duration” down to availability of specific application processes. Such KPIs can serve as tangible parameters to define service level agreements (SLA) within your organization or with a service provider.

**Key Service Benefit: Resource allocation**

E2Ewizard’s long-term reports show trends in resource utilization and allow to invest in infrastructure upgrades where most needed. Underutilized resources can be detected to redirect traffic or initiate decommission effectively allowing continuous consolidation and harmonization.

**Additional considerations**

E2Ewizard is part of the Connection Wizard software suite and can be used in conjunction with all its modules and features.

**Supported components**

System parameters of most commercially available access products are natively available in E2Ewizard. Custom elements of your infrastructure can be added.

**Privacy considerations**

Anything can be tracked, nothing needs to be. Anonymization is possible also.

**System compatibility**

E2Ewizard is an add-on module for the Connection Wizard Meta-Client and runs on the remote client with Microsoft Windows 2000, XP and Vista.

In order for the support dashboard to work, status data needs to be collected on a E2Ewizard backend server. The cWizard Backend runs on any general purpose server system running Windows Server 2000 or newer.

**Many more features...**

The monitoring and reporting functionality of E2Ewizard enables a deep view of your own remote access environment. Its features are best shown in a live demo.

In addition, the Connection Wizard software suite contains modules for Process Automation, Remote Support, Pandemic Readiness and more.

Please visit [www.cwizard.com](http://www.cwizard.com) or contact us to hear more about it.

To access the information for your country, click on the continent below, and then your local country. The information shown is first connection success rate and average connection time for the users.



The graph below shows the successful connection rate for the users globally over last 30 days.

First VPN Connection Attempts - Global Statistic



For	Event Count
First Successful message	709546
Network message	35972
Authentication message	145686
	<b>890204</b>