



# PERFORMANCE MONITORING

Your customers feel it before they can explain it. Now you can show them exactly where it starts.

When a customer calls frustrated about slow systems, dropped VoIP quality, or sluggish cloud applications, the real problem is rarely one broken thing — it's that nobody can agree on where the slowdown begins. WanAware Performance Monitoring gives you the ability to walk into that conversation with a shared, hop-by-hop view of the full request path — from identity and DNS through shared databases, cloud backbones, and third-party APIs. You become the advisor who ends the blame loop and starts the fix.

## Bring this up when your customer...

- Complains that "everything feels slow" but nobody can identify the cause
- Has recurring VoIP quality issues, latency complaints, or cloud application lag
- Recently deployed or is evaluating SASE or SD-WAN and wants to verify the expected performance improvement is real
- Has experienced a slow-moving incident where multiple teams disagreed on root cause
- Is paying for connectivity services and suspects they're not getting what they're paying for
- Is consolidating monitoring tools and wants a single view across their environment

### Layer 7

Deep path  
visibility across  
every hop

### 10B+

IP addresses  
analyzed globally,  
24/7

### Hop-by-Hop

Carrier-ready  
evidence  
auto-assembled

### Auto

ISP ticket creation  
when SLAs are  
breached

## How the Conversation Goes

### The situation:

- Customer calls: 'Login is slow and nobody can agree on why. The vendor says their status page is green.'
- Customer deployed SD-WAN six months ago. Their users still complain about slow application performance. The SD-WAN vendor says everything looks healthy.
- Three teams have filed separate incident tickets for what turned out to be the same degraded shared database.
- Customer suspects they're being overcharged by a carrier for a circuit that's consistently underperforming.

## What You Can Show the Customer

WanAware maps every request across the full dependency chain and shows where degradation begins — not just where users feel it. When a third-party API is the culprit, you can prove it. When the carrier is underperforming, you have the hop-by-hop evidence to escalate automatically.

## SASE and SD-WAN: Proving the Overlay Is Performing

SASE and SD-WAN deployments are sold on the promise of better performance — lower latency, improved application experience, more reliable connectivity. But most customers have no independent way to verify whether that promise is being delivered after go-live. WanAware sits alongside the overlay and measures what the customer actually experiences: hop-by-hop path analysis through the SD-WAN fabric, application performance over the SASE connection, and a before/after baseline that proves — or surfaces — where the expected improvement did or didn't materialize.



## SASE and SD-WAN: Proving the Overlay Is Performing

Verify SD-WAN path selection is routing traffic optimally across all links

Confirm SASE security stack is not introducing meaningful latency for end users

Measure real application performance through the overlay — not just connectivity health

Surface underperforming links or providers the SD-WAN is still preferring incorrectly

## What Gets Tracked



Latency, jitter, packet loss, and throughput across ISPs and backbone providers



Hop-by-hop path analysis — every segment from source to destination



Cloud, SaaS, and internal application performance in a single view



Adaptive baselines that learn normal patterns and flag meaningful deviation



Dynamic traffic flow monitoring — congestion, anomalies, and misconfigurations

### Circuit Monitoring and Remediation (CMR)

When a circuit degrades, WanAware automatically submits a ticket to the carrier with latency trends, packet-loss metrics, and hop-level evidence attached. SLA breach credit claims run continuously. Your customers stop chasing carriers manually — and they remember who set that up for them.

### The SLA Evidence Your Customers Are Missing

Most customers can tell you a circuit has been unreliable. Almost none can prove it with the data a carrier will accept. WanAware builds that case automatically and submits it — turning a frustrating manual process into a recurring service you deliver without lifting a finger.

