eG Innovations

CUSTOMER SUCCESS STORY

A Global Healthcare and Medical-Technology Company Ensures Business Continuity with eG Enterprise Synthetic Monitoring

Replacing Dynatrace and Cisco AppDynamics for thick-client, web, and voice simulation, at under half the software cost

For a global healthcare and medical-technology company, application availability is a business issue, not only an IT one. Its operations run around the clock, and even a minute of downtime can ripple through logistics, procurement, manufacturing, and customer-facing services worldwide. The organization runs a large, business-critical IT estate that spans modern web applications, modern desktop applications, and older legacy systems. Some serve customers, some serve partners and suppliers, and others are used by employees every day.

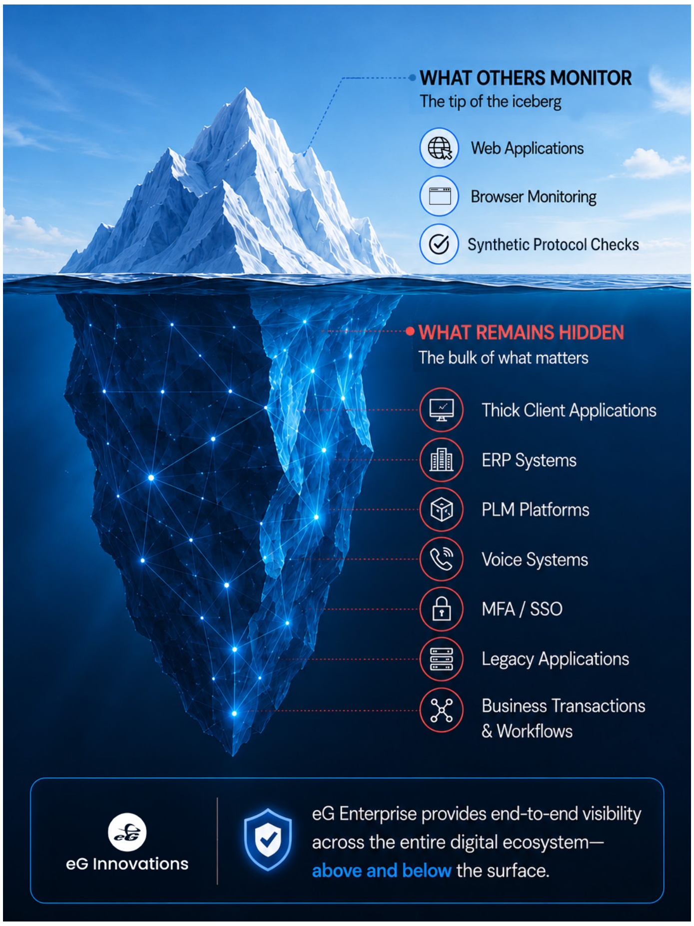
The mandate to keep business systems continuously available and performing well sits with the organization's Monitoring as a Service (MaaS) team, an internal initiative that delivers observability as a service across the enterprise. The team manages monitoring at enterprise scale, coordinating three major Systems Integrator (SI) partners, each responsible for a different portfolio of mission-critical applications. It takes a best-of-breed approach, integrating many observability tools with AIOps, ITSM automation, and GenAI to keep operations running smoothly. Synthetic monitoring is one capability within this wider platform, which also covers application performance, infrastructure, and database monitoring, event correlation, and ITSM integration across more than 100 business services.

The Challenge: A Gap the Market's Leaders Could Not Fill

Synthetic monitoring, the continuous simulation of user transactions that catches failures and slowdowns before real users notice them, was central to the MaaS team's strategy. Its incumbent tools included Dynatrace and Cisco AppDynamics. Both are respected APM platforms, but neither could fully address what this organization needed.

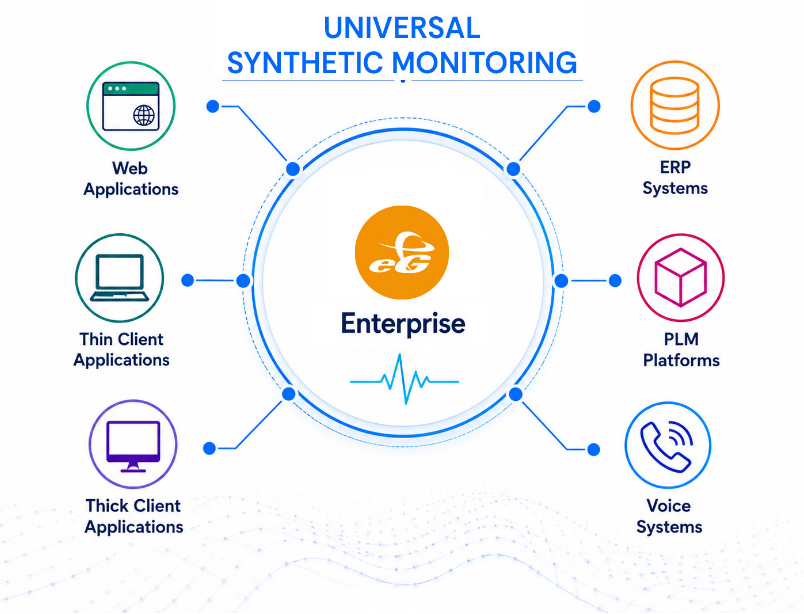
The trigger was a discontinued product. The team began looking at the market when Dynatrace sunset its simulation capability for thick-client desktop applications, leaving only browser-based applications supported. For an organization that runs a significant estate of thick-client business applications, this was a critical coverage gap, with no clear replacement among the incumbent tools.

Finding a replacement was not straightforward. Most synthetic monitoring tools simulate web applications using the popular Selenium engine, but few can handle thick-client applications, which do not conform to the structured input and output models that web automation relies on. It was in this context that the MaaS team evaluated eG Enterprise.



The Solution: eG Enterprise Universal Synthetic Monitoring

After evaluating multiple tools, the MaaS team selected eG Enterprise. eG Innovations, a global provider of full-stack observability and digital experience monitoring, embeds Universal Synthetic Monitoring in its eG Enterprise platform. It is a no-code, hybrid automation engine that combines OCR-based visual intelligence with DOM automation to simulate real user journeys across web, thin-client, and thick-client applications.



The proof of concept was decisive. A complete end-to-end session simulation was running within a few hours, and eG Enterprise addressed every pain point the team had raised.

Simple recording

Walk through the application as a user and eG Enterprise captures every step. No manual scripting or coding is required.

Screenshot capture on failure

Immediate visual context at the exact point of failure reduces the time it takes to diagnose a problem.

Node-based licensing

Licensed per node, not per script or workflow. With hundreds of multi-step scripts, the per-script licensing models offered by other vendors were financially prohibitive. eG Enterprise's node-based model made enterprise-scale consolidation viable.

One of the most valued capabilities was one the team had not asked for. Because eG Enterprise monitors the health of each simulation bot in the same console, when a simulation fails it identifies whether the cause is the network, the simulation endpoint, or the application itself. This was the diagnostic clarity the team had lacked with its previous tools. **By showing the failing layer at the moment of failure, it removed the guesswork that had slowed root-cause analysis and reduced mean time to resolution (MTTR).** The MaaS team had not listed it as a requirement, yet the architecture delivered it, and it has since become central to how the team operates.

> *eG Enterprise showed us exactly why each simulation failed, whether it was a network issue, an endpoint problem, or something in the application. That level of diagnostic clarity is something we simply did not have before.*
>
> Senior Infrastructure Engineer, Global Monitoring Team

The Deployment: Enterprise Scale Across 12 Global Locations

The rollout spanned 12 global locations and was completed in a matter of months. The timeline was shaped by the breadth of the scripting program rather than by any technical constraint. Hundreds of scripts, each covering more than a dozen transaction steps, were created, tested, and hardened against every failure scenario to ensure reliable simulation in production.

The simulated workloads spanned business-critical enterprise platforms, including both a dedicated PLM suite and an ERP-integrated PLM module. Within the same application, different modules involve different user workflows, and each is simulated independently to reflect how the business actually uses them. These checks go beyond whether a screen loads. eG Enterprise validates that each workflow completes and returns the correct result, checking the data, files, and ensures that each step according to the expected values; so a transaction that finishes but returns the wrong output is flagged as an error, rather than reported as healthy. Most simulations run around the clock, but the team also schedules checks around specific business events, such as when large order volumes are expected or when supply-chain batches are processed, so that assurance is heaviest when the business depends on it most.

Many of these applications sit behind enterprise security. To monitor them end to end, eG Enterprise simulates the full sign-in sequence, including multi-factor authentication and single sign-on. It generates time-based one-time passcodes, handles one-time passwords delivered by email or SMS, and authenticates against Active Directory, so protected applications are covered as reliably as open ones.

The eG Enterprise management server and a majority of the simulation bots run in the organization's own infrastructure, while additional simulation bots run on infrastructure hosted by eG Innovations on the public internet. This gives the team an outside-in view of application availability and performance, the same view an external user gets, alongside the inside-out view from the internally hosted bots.

A unified management console offers role-based access control, so each of the three SI partners monitors only the services it is responsible for, while the MaaS team retains enterprise-wide visibility. Geo-based alerting ensures administrators in each region receive only the alerts relevant to their location, which removes noise and alert fatigue.

Consolidating Synthetic Monitoring: eG Enterprise Wins the Benchmark

With the thick-client program delivering results, the MaaS team extended eG Enterprise to cover web application simulation as well, consolidating a fragmented toolset onto a single platform. During the evaluation, web applications built on different frontend and backend technologies were tested against all the incumbent tools, and eG Enterprise came out ahead on every dimension. Part of the reason was the coverage it provided - from modern single-page applications to older, legacy front ends. Because eG Enterprise pairs OCR-based visual intelligence with DOM automation, it can simulate interfaces that DOM-only tools miss. One engine covered an estate that other tools could handle only in part.

Web simulation was where the incumbent tools struggled most. Cisco AppDynamics bots consumed excessive CPU and memory, creating scalability bottlenecks on the simulation (bot) systems. Two eG Enterprise advantages stood out in the web estate. Its bots carried the smallest resource footprint of any tool benchmarked, and where the incumbent required scripting during recording, eG Enterprise required no scripting at all.

eG Enterprise also did something no other tool had managed: voice call simulation. Bots were configured to receive inbound voice calls at defined shift times and respond to them automatically, giving the team proactive assurance of the call center experience before each shift begins. The team also uses eG Enterprise to verify SLA compliance and as a before-and-after benchmark when migrating or upgrading the underlying systems.

The Payoff: Lower Cost and Lower Effort

The commercial case was decisive. eG Enterprise's software cost was less than half that of comparable solutions. The larger saving, though, came from everything around the software.

Synthetic monitoring is never a one-time build. Applications change constantly, and when they do, their scripts have to be reworked. With tools that need a programmer to re-record or adjust every script, that ongoing maintenance is slow and expensive. eG Enterprise's no-code approach lets the IT operations team adapt scripts to changed applications themselves, with no developer in the loop. Once faster initial setup and materially lower CPU and memory use are added in, the organization estimates an overall saving of more than 80% in total cost of ownership (TCO) against its previous approach.

> *The recording process was far simpler with eG Enterprise than with any other tool in our estate. No scripting, no developer time. When an application changes, updating the script is something our operations team handles directly.*

IT Monitoring Lead,
MaaS Team

Land and Expand: From Simulation to Full User Experience

Given the success of synthetic monitoring, the organization is now deploying eG Enterprise's Real User Monitoring (RUM) across its web application estate. eG Enterprise correlates real user experience with the backend transactions and infrastructure behind it, tying what the user feels to what the systems are doing in a single console, so the team can move from a degraded experience to its root cause without switching tools. Together, synthetic and real user monitoring give continuous, end-to-end coverage of the digital experience, from scheduled simulation bots to every real user interaction.

eG Enterprise is now an integral part of the organization's observability framework, managing the full user-experience layer for both employees and external users and complementing the organization's existing infrastructure monitoring tools. Future plans include expansion into APM and wider adoption of voice simulation across additional locations.

Key Benefits

- No-code recording and maintenance: IT operations teams create and update scripts themselves, with no developer dependency, even as applications change
- Outcome validation: confirms each workflow completes and returns the correct data, files, or reports, not just that the application is up
- RUM correlated with backend diagnostics, tying user experience directly to root cause; deployment underway
- Covers web, thick-client, thin-client, and voice simulation in one platform
- Node-based licensing, at under half the software cost of per-script licensing models at enterprise scale
- 80%+ lower total cost of ownership (TCO) once setup, ongoing maintenance, and infrastructure are included
- OCR plus DOM engine covers interfaces that DOM-only tools miss, from modern single-page apps to legacy front ends
- Hybrid deployment: an internal management server plus bots hosted by eG Innovations for a true outside-in perspective
- Self-monitoring bots pinpoint whether a failure is the network, the endpoint, or the application, all in the same console
- Enterprise authentication: simulates MFA, SSO, and Active Directory sign-in, so secured applications are monitored end to end
- Geo-based alerting and role-based access let three SI partners operate independently from one console
- Voice call simulation, a capability no other evaluated tool could deliver
- Screenshot capture on failure for immediate visual diagnosis
- Smallest resource footprint of all tools benchmarked, decisive in the web estate

Deployment at a Glance

12
Global Locations Monitored

100+
Synthetic Scripts in Production

<½
Software Cost vs. Comparable Tools

80%+
Lower Total Cost of Ownership (TCO)

1 day
From Kickoff to First End-to-End Simulation

Why eG Enterprise?

eG Innovations is a recognized global leader in full-stack observability and digital experience monitoring. Its Universal Synthetic Monitoring technology combines no-code automation with OCR-based visual intelligence to simulate real user journeys across any application type: web, thin client, and thick client.

Unlike SaaS-only tools, eG Enterprise runs simulations entirely within the customer's own infrastructure, or, where an outside-in view is needed, from bots hosted by eG Innovations. Either way, the customer keeps full control over credentials, screenshots, and execution data.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage. A leading provider of APM, digital experience monitoring, and full-stack observability solutions, eG Innovations' eG Enterprise platform delivers unified visibility across applications, infrastructure, and user experience. Many of the world's largest enterprises trust eG Enterprise to enhance IT service performance, increase operational efficiency, and deliver on the ROI promise of transformational IT investments.