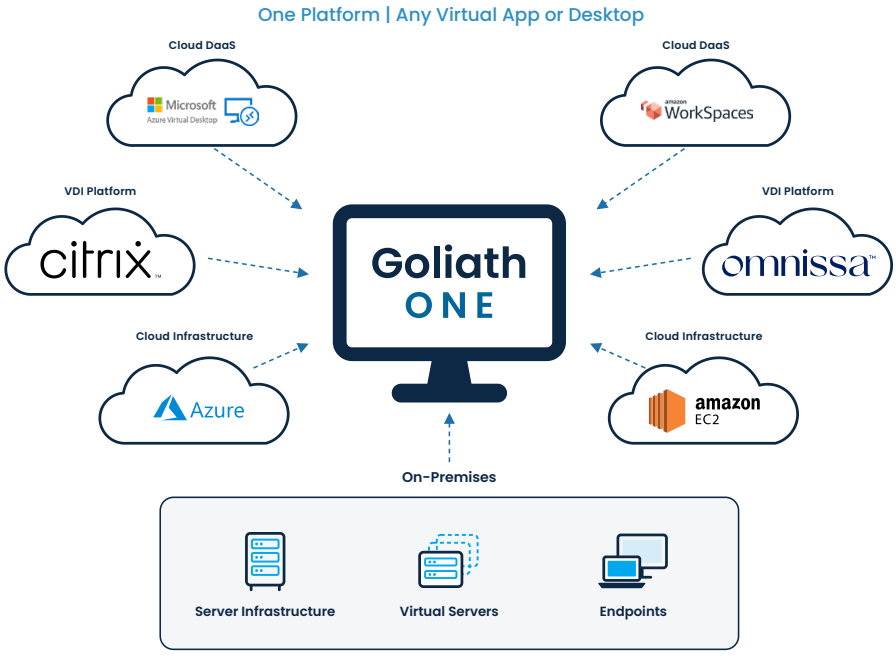
GOLIATH TECHNOLOGIES

GOLIATH ONE

Anticipate, troubleshoot, and report user experience issues. From one console.

GOLIATH ONE brings cross-platform visibility into one console, so IT teams can anticipate emerging issues, isolate root cause quickly, and move from reacting to complaints to managing user experience proactively.



THE PROBLEM WE ADDRESS

Every layer shapes the experience. Most teams see each one separately.

Workloads run in your own data center and in public clouds, and users connect from all kinds of devices. Separate monitoring views make it hard to tie a complaint to its cause.

GOLIATH ONE gives IT a common view across platforms and infrastructure layers: who is affected, how often, and where the evidence points, so teams cut mean time to resolution.

01 Anticipate

Spot warning signs early so IT can investigate before issues spread or users report them. Threshold-based alerts & synthetic monitoring point attention where action is needed.

02 Troubleshoot

Correlate experience data with the delivery environment to quickly isolate root causes of access problems, slow logons, session slowness, and infrastructure issues.

03 Report

Document the root cause to justify the remediation investment. Then use the same data to verify the improvement with EUC scoring.

ONE SET OF FACTS FOR EVERY ROLE

Help desk & service desk

See the affected user's experience, resolve it, or escalate with the evidence attached.

DaaS & VDI administrators

Get alerts on emerging problems and isolate root cause with less manual digging.

Escalation engineers

Find broad patterns and document findings and ownership to justify corrective action.

Infrastructure & cloud teams

Know when compute conditions drive poor experience and confirm the fix worked.

IT operations managers

Know which users have issues without waiting for reports, then mobilize the right team.

IT directors & executives

Report service quality to the business and measure the result of investments.

SEE IT IN ACTION

Watch a 3 minute demo

goliathtechnologies.com