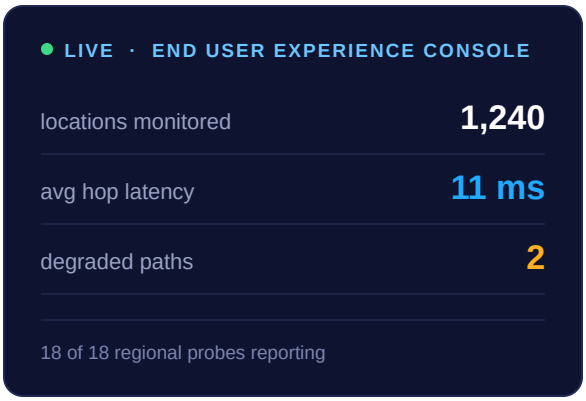
PARLON END USER EXPERIENCE SOLUTION

Most teams find out an application is failing only after an employee does.

The Parlon End User Experience Solution tests the same path continuously, hop by hop, from every location where people actually connect, Wi-Fi to WAN to WAF or CDN to the application, so a degrading path is caught and fixed before it costs revenue, productivity, or trust, not diagnosed after someone already felt it.



THE PROBLEM

Most infrastructure teams find out about a degrading path the same way the business does: after someone feels it. By the time an employee files a ticket or a customer abandons a transaction, the cost is already booked, in lost productivity, lost revenue, or a support queue that didn't need to exist.

The request has to cross a Wi-Fi access point, local hardware, a WAN or SD-WAN link, security and delivery infrastructure the company doesn't always control end to end, such as a WAF or CDN, and finally the application itself. A poor experience can originate at any one of those points, and without continuous, active testing of that path, most teams don't know there's a problem until someone downstream reports it.

> **Why this matters:** synthetic testing exists to catch a degrading path before someone reports it, not to explain it faster afterward. 54% of IT professionals say better end-to-end visibility is a top reason to replace their current observability tool, and that visibility has to start at the edge, where the employee or customer actually is, before the impact does. *Source: EMA, 2026*

WHAT IT DOES

What the Parlon End User Experience Solution does

HOP

Hop-by-hop path visibility

Every path mapped hop by hop, including third-party infrastructure such as a CDN or WAF. Parlon pinpoints which hop a problem starts at; for hops the company doesn't operate, that means confirming where the degradation begins, not diagnosing what changed inside that provider's network.

BEFORE

Catches it before someone feels it

Active synthetic tests, HTTP/S, DNS, TCP, SSL, ICMP, WebSocket, run continuously from wherever employees or customers actually connect, testing the path on a schedule rather than waiting for real traffic to hit a failure. A degrading path shows up as a trend before it becomes an outage.

CORR

Alert Auto-Tune™ correlation

Path alerts are correlated with the underlying device telemetry automatically, ML-based, roughly 70% less noise, so one alert tells the whole story.

GAP

Coverage cloud-only tools can't reach

Deploys inside air-gapped and on-premises environments where SaaS-only synthetic platforms structurally cannot run.

DEPLOYMENT & COVERAGE

Deploys where cloud-only synthetic tools can't

Most synthetic and end user experience platforms are delivered as SaaS in their standard architecture: monitoring points can sit inside a customer's locations, but the control plane, analytics, and management run in the vendor's cloud. For regulated, air-gapped, or data-residency-constrained environments, that's a hard blocker. Parlon runs the same platform as SaaS, hybrid, on-premises, or fully air-gapped, so the deployment model follows the customer's requirements instead of constraining them, and it does so without asking a team to stitch together separate tools for path testing, infrastructure telemetry, and alerting.

HTTP/S | ICMP | TCP | DNS | SSL/TLS | WebSocket | Browser (Playwright)

SaaS	On-Premises	Hybrid	Air-Gapped
Multi-tenant	Docker / Kubernetes	Mixed deployment	Fully offline

UNIFIED

One platform, not two

Synthetic path testing and infrastructure telemetry live in the same normalized data model, not separate tools reconciled by hand during an incident.

SIGNAL

Signal, not noise

Alert Auto-Tune™ correlates path alerts with the underlying device telemetry automatically, cutting alert volume by roughly 70%.

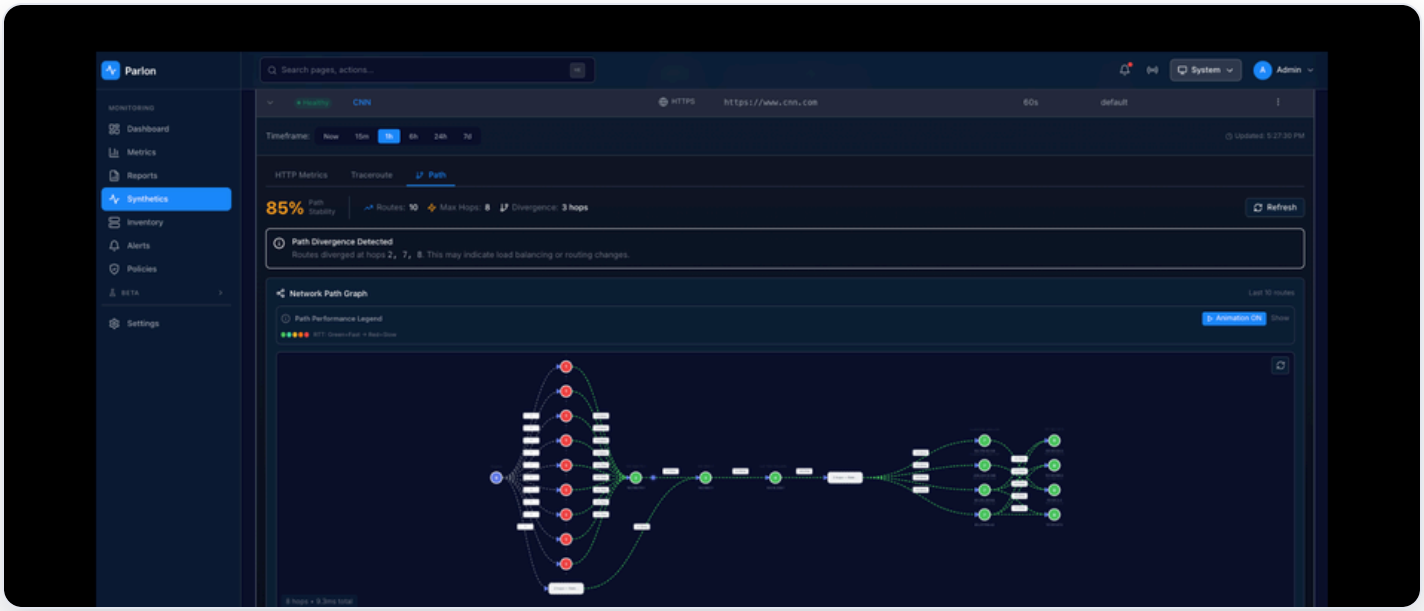
ANYWHERE

Every environment, one architecture

SaaS, hybrid, on-premises, or fully air-gapped, on the same platform, so coverage doesn't stop at what a cloud-only vantage point can reach.

PRODUCT

Every hop, every location, on one screen



The Synthetics console: hop-by-hop path graph, divergence detection, and per-hop latency for a monitored path, in one view.

PROOF

A 1,000-plus location healthcare deployment

A healthcare enterprise operating more than 1,000 clinic locations was running separate incumbent platforms for network performance monitoring and for synthetic, end user experience testing: two vendors, two contracts, two data models to reconcile during every incident.

The customer's requirement was strict: on-premises, fully air-gapped, HIPAA-compliant deployment, with no exception for a cloud-hosted control plane. Parlon replaced both incumbent tools with a single platform, deployed entirely within the customer's own environment, with synthetic testing active within hours.

TOOLS REPLACED
Two incumbent platforms → one platform

DEPLOYMENT
On-premises, air-gapped, HIPAA-compliant

TIME TO FIRST VALUE
Synthetics active within hours

OBSERVABILITY SPEND
~50% reduction vs. prior two-tool stack

CONTRACT
$690K TCV / 3 yrs, via SHI International

EST. SAVINGS VS. LEGACY TCO
~$800K+ over three years

> *"We found Parlon's capabilities beyond parity with the legacy vendors, and the simplicity of deployment and the cost were a significant value in themselves."*
>
> **— Network Infrastructure Lead**

The customer's identity is not cleared for external use; the account details above are approved for sales, partner, and investor conversations in this anonymized form.

BEYOND HEALTHCARE

Where EUE monitoring pays for itself

High-demand ticketing and checkout. Synthetic test transactions that walk the actual purchase path catch a degrading checkout flow before it becomes an abandoned cart, and pinpoint whether the slowdown is the storefront, the payment step, or the path between them.

Payment gateway paths. Continuous synthetic tests against the full path to the processor, including dedicated network hardware, verify every hop is responding within threshold, so a degrading link is caught before it starts declining transactions.