

New Relic DEM

Achieve unparalleled user experience monitoring across all digital platforms.

In our digital-first world, businesses must operate efficiently and deliver superior digital customer experiences that drive engagement and revenue. New Relic digital experience monitoring (DEM) solutions are designed to provide comprehensive insights into digital operations, allowing teams to optimize user experiences in real time.

New Relic DEM capabilities integrate real-time analytics, session replays, proactive issue resolution, and seamless integration across all digital touchpoints. DEM empowers businesses to monitor, analyze, and optimize the digital experiences of their users, ensuring every interaction contributes to positive business outcomes.

Real-user monitoring

New Relic real user monitoring (RUM) capabilities include browser monitoring and mobile monitoring. RUM offers comprehensive monitoring of user interactions across both web and mobile platforms. These capabilities enable teams to identify performance bottlenecks quickly and optimize user paths. By tracking and analyzing detailed analytics, businesses can refine user journeys, significantly enhancing user satisfaction and boosting conversion rates. See how Chegg used New Relic browser monitoring to improve MTTR by 88% and how FARFETCH used it to improve its Google Core Web Vitals score by 40%.

“With New Relic, we were able to see that our customers were experiencing a delay with our pricing engine of about eight seconds. We then made a strategic effort to improve that time, getting it down to 100 milliseconds. That’s translated to a better customer experience and more completed purchases.”

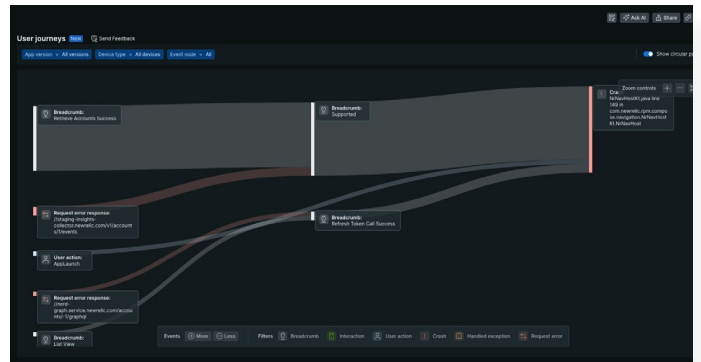
Yang Tang, Global Director of Engineering, AB InBev

Pixel-perfect replays

With New Relic session replay, businesses can precisely visualize user sessions in a video-like format, providing an intuitive view of user interactions to know exactly how customers are using applications. This is essential for identifying issues down to the code level. Session replay is cost-efficient and focused on capturing critical incidents without extensive session recordings—which helps save on storage and processing costs while still delivering crucial insights.

Proactive issue detection

Synthetic monitoring, mobile user journeys (crash analysis), and error tracking (errors inbox) can help teams proactively detect potential issues before they impact users, which helps maintain a seamless digital experience and minimizes downtime. Once issues are detected, New Relic provides actionable insights, enabling teams to resolve problems swiftly and efficiently. This not only improves user experience but also supports continuous operational excellence.



Integration and collaboration

New Relic in-app collaboration capabilities provide a unified observability experience that combines data from web, mobile, and backend sources. They offer a detailed view of digital experiences, enhancing decision-making and strategic planning. They also foster enhanced collaboration across cross-functional teams, enabling them to work together more efficiently with shared data and insights—which is crucial to optimize the end-user experience.

Next steps

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