

VISIBILITY AS A SERVICE (VAAS)

CIOs are placing customer experience right at the top of the priority list.

With that comes the adoption of digital platforms, hybrid clouds, SaaS, mobile, Big Data and the Internet of Things.

But one big question stands out: *"How do I get the end-to-end visibility and root cause diagnostics I need to provide out of this world network and app performance - and guarantee those happy customers?"*

You probably already have tons of expensive monitoring tools across the department, but which ones are best for *this* job - can any of them see from click to disk? How many of them overlap? Which ones have become redundant 'shelfware' because the only person that was trained in them moved jobs - or didn't have time to use them in the first place?

Sure you could glue a few dashboard results together to get an approximate 'single source of truth', but that's a pretty reactive approach to performance management.

Isn't it about time you switched to a more proactive, holistic approach?

INTRODUCING VAAS

That's exactly why we'd like to introduce you to Visibility as a Service (VaaS) from Teneo, the first service of its kind that finally gives you the visibility you need to ensure your network and apps are performing magnificently.

Delivered to you 'as a Service', you can forget about the high cost outlay for a tool you might only use 10% of, feature-wise.

Technology obsolescence and upgrades will become a thing of the past and you can stop pining for the tool expert that just left too!

Instead, we'll proactively focus on the specific outcomes you need. For example, you want to ensure the performance of your top 5 apps? We've got it covered. You'll only pay for the people and infrastructure we use to deliver that service to you monthly.

Now you can consolidate your existing tool portfolio, reduce costs, refocus your time, boost user productivity and smash customer experience out of the park.

CREATE ALLIES ACROSS YOUR DEPARTMENT

Still working in a siloed IT department? Don't you think it's time to break those silos down?

We'll show you how smart collaboration between network, cloud, security and app dev groups can bring a spark to the innovation your organisation needs.

Visibility as a Service from Teneo puts the performance insights your department needs directly into your hands. Our regular reporting can be easily shared, allowing you to make informed network, app and user-based decisions together, as a team, in your IT strategy meetings. A problem shared is a problem halved!!

TALK TO US

To start a discussion, simply get in touch and we'll arrange a workshop involving all the right stakeholders to share ideas and analyse your needs. Following this informal, in-person meeting, we'll be right back to present you with our recommendation.

Contact us through info@teneo.net or call us at our nearest [office location](#).

VAAS BENEFITS

- Right-size your visibility toolset
- Remove the need for upfront CapEx investment; only pay for the services you consume
- Rapidly deploy visibility infrastructure with minimum complexity or risk
- Get a single view of performance across the Cloud, web-based apps and end user experience, managed 24x7 by Teneo
- Speed your ability to troubleshoot issues and only act when needed, so you can focus the rest of your time on more productive tasks
- Use the intelligence we provide through regular reporting to collaborate more effectively across IT teams, breaking down a siloed approach to performance
- Scale visibility services up as required by business demands; start by managing the performance of just one app and add more later

VAAS SERVICE LEVELS

Visibility as a Service is designed to answer these 4 questions:

1. **Is my technology ready & working?**
2. **How's my network behaving?**
3. **Where should I look for app performance issues?**
4. **If there are issues, can you tell me exactly where they are?**

We'll have our eyes on your performance environment 24x7 through our award-winning Service Desk with locations in the UK, USA and Australia. You'll get to deal with the same Teneo people that already understand your apps and network, every time we're in contact. We'll also manage all technology on your behalf, taking the load off you and your team.

Our technologies are grouped as Network Performance Management (NPM), Application Performance Management (APM) and End-User-Experience Monitoring (EUEM), with options to host systems onsite or offsite. Because everything about you and your organisation is unique, we'll use the right mix of those technologies to meet your specific needs. You just need to tell us where you most need our support! Here are our service levels in more detail; each level is additive.

1. IS MY TECHNOLOGY READY & WORKING?

Here's what we'll do:

- Design, configure and deploy a solution that meets your needs and budget
- Report regularly on operating levels
- Keep our technology in a state that's ready for you to use, fully configured, and train you in the basics

Where you want to use our technology yourself to solve problems and explore network insights, we'll make sure that technology is kept at the ready, fully updated and configured for the instant you need to self-serve. We'll also train you in the basics.

2. HOW'S MY NETWORK BEHAVING?

Here's what we'll do:

- App utilisation monitoring and proactive notification of anomalies
- Identify app bandwidth consumption by function or department
- Understand app utilisation trends and dependencies

We'll typically deploy NPM technology with advanced behavioural analytics/trending/alerting, using flow as a primary data source. We'll proactively identify what specific performance problems are occurring for the target apps and networks we're monitoring.

We'll also provide you with quarterly reporting to show performance trends for your key apps.

Once we've alerted you, you can triage and diagnose the root cause of the problem using a fully prepared and up-to-date system.

3. WHERE SHOULD I LOOK FOR APP PERFORMANCE ISSUES?

Here's what we'll do:

- App performance monitoring and problem identification on the network
- Rapid problem resolution with rich forensic data
- Enhanced app identification for control, optimisation and security
- Identify network-based security threats

We'll typically deploy NPM, application-aware NPM (aaNPM), and APM technologies, scoped so the mix is just right for the visibility you need. We'll use packets, flow, and server agents as our data sources.

We'll detect and isolate any performance problems to the suspected root cause. We'll also communicate with the teams/third parties responsible for the problem area on your behalf to help reach resolution. We'll provide detailed monthly reporting to show performance trends and highlight any issues impacting key target-app transactions.

4. IF THERE ARE ISSUES, CAN YOU TELL ME EXACTLY WHERE THEY ARE?

Here's what we'll do:

- Real-time end user experience monitoring on the network
- Rapid identification, isolation and troubleshooting of app performance problems
- Web and Cloud-based app performance monitoring and diagnostics
- Consulting for readiness and change impact assessments

We'll typically deploy EUEM, NPM, aaNPM and APM technologies and we'll use packets, flow, server agents and client-based agents as our data sources. We'll troubleshoot and diagnose the root cause of performance problems, collaborating with your internal teams and third parties for confirmation. We'll also work with you to quantify the effects of changes you make to fix performance problems.

We'll provide weekly reporting to show performance trends and highlight any issues impacting key target-app transactions. We'll conduct a daily health check to make sure the technologies function correctly and check that all monitored apps perform to agreed service levels, highlighting any anomalies. We can include a permanent onsite resource for large deployments if you need us.

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