

DIGITAL EXPERIENCE MONITORING AS A SERVICE

To thrive in today's data-driven world, organisations have no choice but to undergo digital transformation.

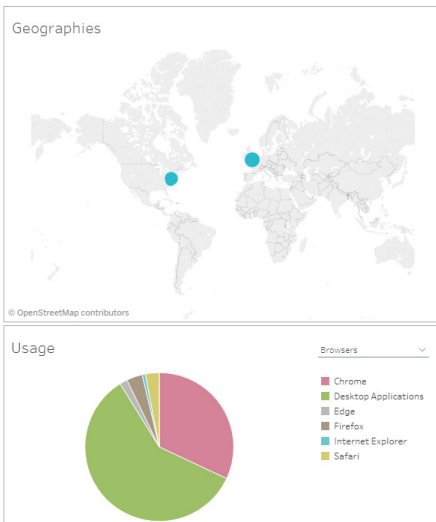
Substantial investment in new technologies, apps and services such as SD-WAN will naturally play a supporting role in your transition, however their acquisition alone won't drive workforce productivity or customer value. Instead, fast-paced end user adoption and problem-free usage will create the real competitive advantage, and to achieve this, you need to provide excellent end user experience.

HOW WE HELP

That's why we've introduced Digital Experience Monitoring as a Service, to help you automatically monitor actual end user experience of any local, cloud, or web-based enterprise app running on any physical, virtual, or mobile device, entirely from the end user device's perspective – and that's what's different. Leveraging Riverbed's SteelCentral Aternity software, we'll help you proactively identify and rapidly resolve technology, app or service problems by providing you with actionable insight that correlates together three vital streams of data:

- 1. User productivity**
- 2. App performance**
- 3. Device health and performance**

This enables you to compare true performance before and after network and app changes, e.g. the introduction of SD-WAN, migrations from Windows 7 to Windows 10 and from Office 2010 to Office 365.

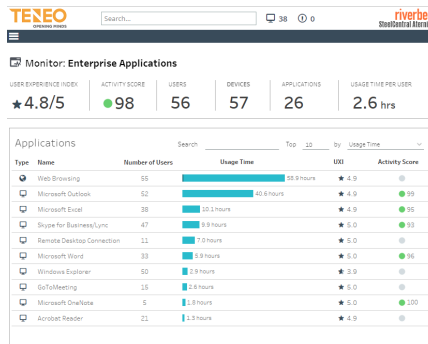


We can also help with licence audits, where we can tell you if the software licences you've allocated are being used. This helps you to right-size your licensing requirements and potentially reclaim costs.

DELIVERED AS A SERVICE

Digital Experience Monitoring as a Service is designed to help you get the most out of Riverbed SteelCentral Aternity's software features. The service is managed entirely by us; we'll project-manage everything for you and make sure the software is fully updated, maintained and available to you 24x7.

Our pricing model has a set up cost (NRC), and a monthly recurring cost (MRC) based on licence volume. We'll help you choose the best deployment method for the Riverbed SteelCentral Aternity software agents. Installing them is very simple - some customers provide a link for users to download while others push the installers out using their endpoint management software of choice.



Before you begin your move to SD-WAN, an Office 365 migration or Windows 10 upgrade, we'll validate data collection, capture pre-change and post-change baselines, and provide you with our analysis showing changes to performance. If you need us to help you determine root causes of negative results, we can do that too.

We'll provide you with proactive notifications and actions in real-time along with access to a portal dashboard so you can drill down into live issues yourself. We'll also present you with detailed, retrospective monthly or quarterly reports with recommendations based on trends we've noticed over the reporting period, e.g. identification of slow servers, undersized workstations (CPU, RAM) and old software versions.

DIGITAL EXPERIENCE MONITORING AS A SERVICE BENEFITS

- Validate performance after the introduction of SD-WAN, an Office 365 migration, Windows 10 upgrade, or any network and app change.
- Find out if the expensive software licences you pay for monthly are actually being used.
- Say goodbye to large CAPEX spends typical with high quality monitoring solutions. Instead, pay for Riverbed SteelCentral Aternity software features and management work as a predictable monthly recurring cost, saving you money, time and effort in the long term.
- Pay as you grow, only using the licences you need, until you're ready to scale.
- Leverage Teneo's expertise to fully understand Riverbed SteelCentral Aternity data, to help quickly resolve issues and get to the root cause of performance challenges.
- Always benefit from the latest Riverbed SteelCentral Aternity software updates, features and functionality.
- Free your time up for other, higher priority things as Teneo takes management and reporting off your hands.
- Track workforce productivity levels meet your digital transformation goals.

SOFTWARE FEATURES

Here's a longer list of Riverbed SteelCentral Aternity software features provided within Digital Experience Monitoring as a Service.

USER PRODUCTIVITY

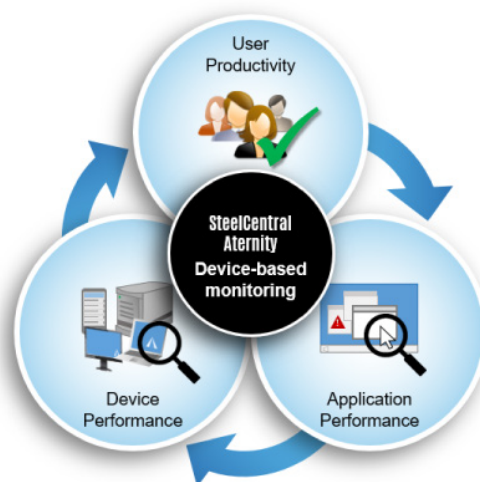
- Automatically discover every app used in your enterprise, whether running locally or in the cloud, and identify usage by user location, department, etc. to combat 'Shadow IT'.
- Track the impact of app performance on workforce productivity.
- Quickly resolve firm-wide problems by automatically identifying the characteristics shared by affected users.
- Validate the impact of an IT change by analysing how upgrades to apps, endpoints, or infrastructure affect end user experience, comparing performance before and after.
- Validate that end user experience is just as good, if not better after moving to SD-WAN, upgrading to Windows 10 or Office 2016, or migrating to Office 365, by comparing performance before and after the change.
- Troubleshoot end user issues proactively and non-invasively to resolve problems without impacting workforce productivity.

APP PERFORMANCE

- Automatically establish performance baselines for acceptable performance that can vary by geography, department, or device configuration.
- Optimise app performance and adoption by tracking performance and usage by department, geography, OS, carrier, and manufacturer.
- Instrument any custom IOS or Android app for diagnostics and user interactions via simple to include SDK.
- Monitor app performance in real-time, isolate problems to the code or the network, and analyse them with code-level stack trace and interaction breadcrumbs to speed resolution.
- Proactively detect and analyse mobile app incidents by severity, affected users, and business locations, to prioritise response, using the same workflow and analytics as for any other enterprise app.
- Catch upgrade or migration problems early.
- Analyse usage trends of an app and break down data by any attribute to look for correlations.
- Check SLA compliance of cloud-delivered apps, e.g. Office 365, and their providers to ensure they meet performance targets and can be held accountable to SLAs that mean business.
- Monitor and troubleshoot the performance of voice calls, e.g. in Lync or Skype for Business, to spot if there's a sudden worsening in user experience.

DEVICE HEALTH AND PERFORMANCE

- Get an immediate view into app and device health for every user, whether on mobile, virtual, or physical devices.
- Measure wait times, crashes and response times of specific activities within apps and across devices.
- Quantify the financial impact of poor device health or app performance on staff productivity, to justify the cost of technology upgrades.
- Understand where IT investment is needed most by analysing the performance of business activities relative to customer driven SLAs, by department, geography, or device type.
- Troubleshoot a user's device when they contact Support – immediately see the hardware, system resource usage (CPU, RAM), top processes, and any recent changes or issues without long calls or screen shares.
- Monitor and troubleshoot hardware, boot, and system issues, including Windows Update failures, blue screens, slow boot and logon times, and app crashes and hangs.
- Integrate with ServiceNow to automatically create support tickets based on certain rules.
- Address IT Service Management use cases across all levels of IT and lines of business.



TALK TO US

Digital Experience Monitoring as a Service lets you automatically monitor actual end user experience of any app on any device with the aim of improving workforce productivity and increasing customer value after digital transformation changes are made.

To find out more, simply contact us through info@teneo.net or call us at our nearest [office location](#) and we'll arrange a meeting to fully analyse your needs.

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