

SAAS ACCELERATION

Enhance user experience, improve SaaS application performance and reduce SaaS operating costs.

MAKING THE CASE

Migrating applications to the cloud gives IT teams better control and flexibility to deliver collaborative SaaS solutions like Microsoft Office 365, Salesforce, ServiceNow and Box.

But what most don't realize is that, in transitioning from an on-premises application to a cloud-hosted solution, the trade-offs are often degraded performance levels and an unsatisfactory user experience. Bandwidth and latency are the two most important measures of network performance, but for SaaS applications, certain times of day, Wi-Fi connections, end user locations, devices, files sizes and unpredictable Internet traffic spikes all influence performance too.

SaaS applications therefore need their own optimization strategy, similar to any other critical applications, but one that's designed with these extra performance factors in mind. Managed by experts, our SaaS Acceleration service can be applied to the applications you most need to optimize. The service enhances user experience and reduces SaaS operating costs by minimizing bandwidth usage, errors, and network overhead.

SERVICE VALUE

AROUND THE CLOCK SUPPORT

Get 24x7 support for your SaaS Acceleration platform and work with the same Teneo people, every time we're in contact.

EXPERIENCED ENGINEERS

Leverage the significant experience of our certified engineers to operate the most efficient and up to date environment.

EXPERT ADVICE

Get the best advice on how to improve SaaS acceleration levels and collaborate to achieve the best application performance.

QUARTERLY REPORTING

Stay up to date with service metrics and outcomes, and receive our recommendations for improvements.

WHAT WE DO



STRATEGY

- Understand your current SaaS application environment.
- Understand the business outcomes you need to achieve.



DESIGN

- Define the right SaaS Acceleration specifications for your needs.
- Plan your service implementation.



TRANSITION

- Project manage your service installation & configuration.
- Set up our 24x7 proactive monitoring and reporting platform.



OPERATION

- Manage your SaaS Acceleration solution through our team of experts.
- Handle issues, manage and implement software updates.
- Provide reporting, notifications and recommendations.

SERVICE LEVELS

Our SaaS Acceleration service is available in three levels. Enhanced Support includes software updates, health checks, solution advice and monthly reviews.

Managed Service Premier delivers full SaaS Acceleration solution performance management, monitoring and advice, including license management, 24x7 monitoring of the SaaS Acceleration platform, software health checks following updates, alerts, configuration of the package to support O365, and reporting.

Managed Service Plus includes Managed Service Premier with additional options for Box SaaS Acceleration, and for extended data allowances. Full service details are as follows:

	ENHANCED SUPPORT	MANAGED SERVICE PREMIER	MANAGED SERVICE PLUS
Access to the Teneo Service Desk for Level 1 and Level 2 support	✓	✓	✓
System health check	✓	✓	✓
Vendor support management for enhancement requests	✓	✓	✓
Updates regarding acceleration as they become available	✓	✓	✓
Additional capability recommendations that could be developed to further improve the deployment	✓	✓	✓
Monthly service call to review enhanced support features and discuss issues, should there be any	✓	✓	✓
24x7 monitoring of the SaaS Acceleration platform		✓	✓
Agent software health check following updates		✓	✓
License management to ensure licenses are current, provide notice when expirations are nearing; plan for future growth		✓	✓
Software updates to the SaaS Acceleration platform		✓	✓
Configuration of the package to support SaaS Acceleration		✓	✓
O365 SaaS Acceleration including 3GB of data per user		✓	✓
Box, Salesforce and other SaaS Acceleration, including data per user			✓
Extended data allowances			✓
Configuration of package to support internal organization acceleration (requires customer-hosted acceleration appliance)		✓	✓
Solution health monitoring		✓	✓
Solution licensing monitoring		✓	✓
Client usage reporting		✓	✓
Top / lowest users reporting		✓	✓
Top applications reporting		✓	✓
Global performance statistics reporting		✓	✓

SERVICE OUTCOMES

- Accelerate SaaS performance up to 33x by mitigating latency and reducing bandwidth by up to 99%.
- Improve user productivity and satisfaction.
- Easily scale licenses with a service that's ready to go in minutes.
- Automate complex troubleshooting operations, pro-actively identify faults in near real-time, and take corrective action before users even notice or complain.
- Apply the service to laptops, remote desktops or entire sites, and easily add new or additional applications as needed.
- Achieve fast and positive ROI from your SaaS application migrations.
- Predict the monthly cost of all routine management work and save money in the long term.
- Free up management resource and time for other, higher priority things as Teneo takes SaaS Acceleration off your hands.

ABOUT TENEIO

Teneo are the visibility experts, providing performance and security insights across your IT landscape. We remove complexity so you can clearly see where today's user experience won't deliver your desired business outcomes.

Our flexible services model gives you instant access to our talent and analytics platform. As your Managed Service Provider, we'll optimize your existing technology and build your IT strategy to drive innovation.

Since 2000, we've helped some of the world's largest companies see new possibilities. Join us. We won't let you down. Find out more at www.teneo.net.

NEXT STEPS

To get started with our SaaS Acceleration service, contact us to schedule a discussion today at info@teneo.net.

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