NCL

The
Digital
Experience
Management

Service Catalogue:

Application
Observalibity

What's the impact of a business-critical application going down? How quickly can you fix it? Do you even know? Remove the guesswork with **Application Observability**.

Regardless of whether services are hosted in the cloud or on-premises, businesses are run on applications. They've been adopted to make work simpler and more efficient. That's great until they break. When they do, the pressure's on to get them back up and running. Give your team the best fighting chance with Application Observability:

· Locate application-based issues
· Discover server-side delays
· Spot slow database web transactions,
· Identify all users or locations affected.

NCL | **DRIVING DIGITAL VIGILANCE**

Application
Observability

This service has been specifically designed to help you identify poorly performing applications and monitor compliance against service level agreements (SLAs).

Our team will conduct a deep-dive analysis for application-based incidents and problems, validate the impact of application changes and recommend solutions to optimise user experience management and best performance.

Real-world uses

Proactively manage remote environments
- Monitor performance of Teams and Office 365 applications for users in a 'work from anywhere' environment to proactively manage and investigate issues.

Quantify the impact of poor digital experience
- Quantify the impact of poor application performance to indicate staff time being lost due to inefficient IT.

Optimise employee productivity
- Ensure application services provided through Managed Service Providers are meeting performance expectations to optimise staff productivity.

Service Architecture

The Application Observability service could be based on the following user experience management components:

- Agent software installed on end user devices
- (Optional) Agent software installed on servers
- SaaS Collection and Dashboard viewing platform
- (Optional) Link to Microsoft 365 platform for Teams Call telemetry
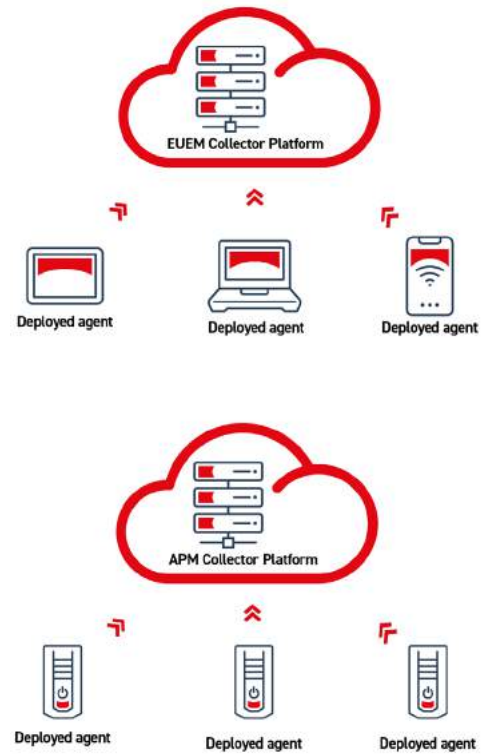
What's included –
Activate & **Managed**

	Activate	Managed
Assistance with instrumenting the devices	✓	✓
Confirmation that correct telemetry is being used	✓	✓
Customised visuals to meet specific informational requirements	✓	✓
Automated alerting	✓	✓
Monthly report of activity / issues / analysis / change validation results	✓	✓
Quarterly review of trends	✓	✓
Handover coaching	✓	
Instrument custom network & infrastructure monitoring		✓
Proactive identification & investigation of performance issues		✓
Validation of before-and-after IT changes (e.g. new software version)		✓
Support problem case investigation & resolution		✓
Agent software updates		✓

Optional add-ons

- Validate the impact of IT changes
- Support Problem Case investigation and resolution
- Cost saving analysis for unused licenses and prioritised tech refresh
- Agent software updates
- Customised monitoring of additional applications
- Customised dashboard creation to provide tailored visualisations to meet evolving requirements
- Custom asset list and installed application information for compliance purposes
- Integrate data into centralised visualisation tools
- Apply remediation scripts to allow remote fixes from the tooling
- Service Desk Integration

Application
Observability

When Applications form the foundation of business speed and efficiency, you want to be sure they're not unwittingly applying the brakes. With Application Observability, you can be certain application performance is at a constant peak, allowing your business to fly.

We can help you deploy a DEM service to monitor your user experience. In addition to out-of-the-box applications, we can customise the solution to track specific application transactions for a more granular measure of critical staff activities.

"

At a time when identifying and eliminating inefficiency is more important than ever, NCL have helped us manage our assets and make better use of what we already have.

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GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg University Health Board

Sound good? Then let's chat 》》

+44 (0)292 097 2020
sales@netconsulting.co.uk

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