



NCL

The

Digital
Experience
Management

Service Catalogue:

Device Observability

Quickly identify the devices on your network with the poorest performance and non-compliance.

Enable a much more efficient allocation of service desk resources and identify any devices needing replacement, while also highlighting older, yet still capable devices which could be retained.

Our team of experts will work with you to investigate root-cause analysis for device specific incidents or problems to ensure your estate is compliant and your devices are optimised to enable greater staff productivity.



NCL

DRIVING DIGITAL VIGILANCE



Device Observability

Our Device Observability service comes as both an 'Activate' and 'Managed' offering. This end user experience monitoring solution provides a comprehensive perspective on the health and performance of your end-user devices.

Real-world uses

Prioritise your remediation

- Identify the worst performing devices in your environment and prioritise remediation resources more effectively.

Compliance evidence

- Provide evidence for compliance to ensure standard device builds and identify unauthorised software or security vulnerabilities.

Reduce CapEx spend

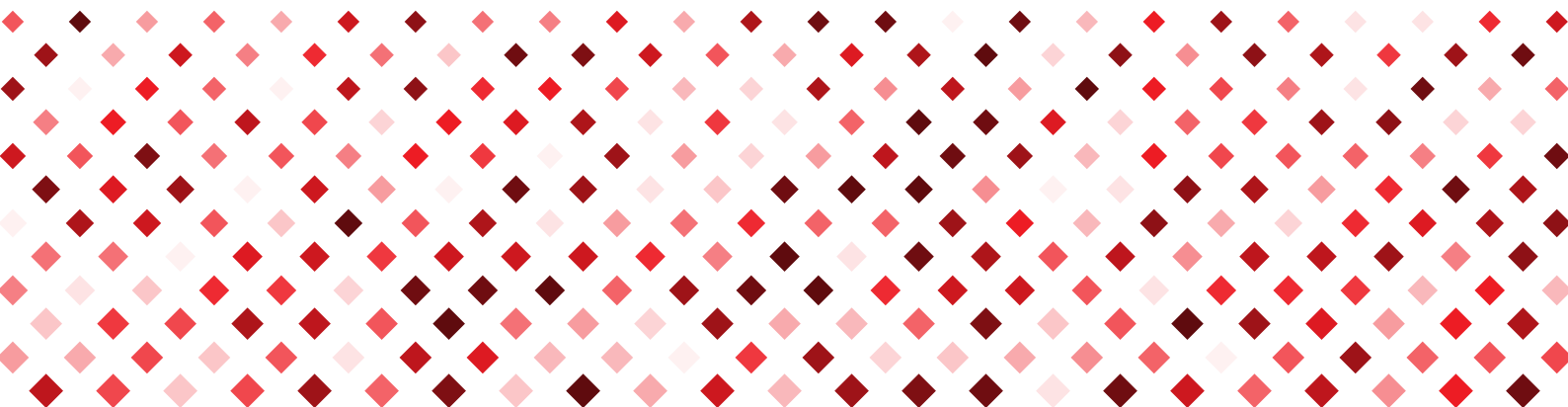
- Identify devices to be replaced for a tech refresh project and reduce CapEx spend by retaining older devices that still perform well.

Quantify the impact of poor digital experience

- Quantify the impact of poor device performance to indicate staff time being lost due to inefficient IT hardware.

Compliance tracking

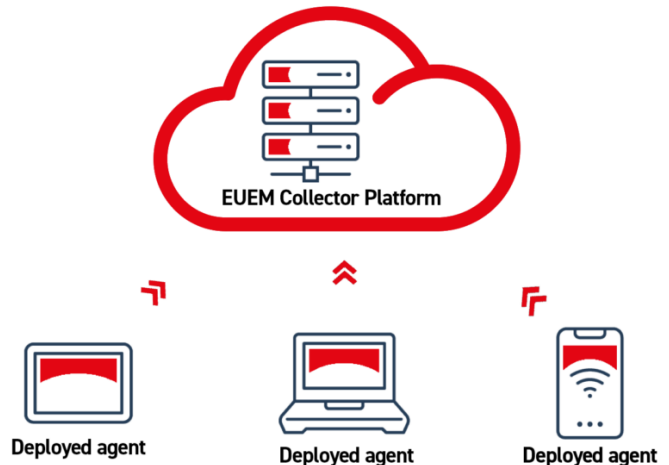
- Track device power consumption for ISO14001 compliance and drive energy cost savings.



Service Architecture

The Device Observability service is based on the following end user experience monitoring components:

- Agent software installed on end user devices
- SaaS collection and dashboard viewing platform



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	✓	✓
Instrumentation of custom application monitoring	✓	✓
Automated alerting	✓	✓
Monthly report of activity / issues / analysis / change validation results	✓	✓
Quarterly review of trends	✓	✓
Handover coaching	✓	
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

Device **Observability**

How many of your service desk tickets are 'device related', and how many of those problems are actually down to the device? With **Device Observability**, we can help you get to the bottom of this faster, and even apprehend problems before the user spots them. Furthermore, with this end user experience monitoring service, you can easily avoid unnecessary expense by identifying which devices need replacing, which can be reallocated, and which still have plenty of life left. If you opt for our Managed Service, our team of experts will do the hard work for you by investigating root-cause analysis for device specific incidents or problems to ensure your estate is compliant and your devices are optimised to enable greater staff productivity.



We're working very closely with NCL and learning how to unearth other areas within our Health Board to be more efficient. In terms of Digital Experience Management their knowledge is second to none and they went above and beyond in helping us get this very valuable IT solution up and running.



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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Sound good? Then let's chat 

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