



NCL

The

Digital
Experience
Management

Service Catalogue:

Digital Performance

Evolve

Enhance your digital experience monitoring and quickly identify where performance issues exist with **Digital Performance Evolve**.

- Significantly reduce unnecessary cost
- Increase operational efficiency
- Improve end-user experience
- Gain complete visibility



NCL

DRIVING DIGITAL VIGILANCE

Digital Performance

Evolve

Like our other Digital Experience Management services, Digital Performance Evolve uses technologies to gather and evaluate metrics across multiple digital touch-points with the aim to optimise user experience.

When users are successful, so is their business, and in many cases, this is significantly accelerated by ensuring devices and applications are performing at their best. Where any of these touch-points are not performing effectively, productivity drops and revenue takes a hit.

NCL's (Net Consulting Limited's) DEM services cover the full digital journey, supporting customers who want to optimise their user experience. Our service combines end user experience management (EUEM) and application performance management (APM) practices, forming a single approach to measure, monitor and optimise across the user's digital journey.

Real-world uses

Understand your users' digital performance

- Understand users' digital performance in a 'work from anywhere' environment to proactively manage and investigate issues.

Track end-user experience

- Track end-user experience to validate the effect of digital initiatives or internal IT improvements, and to baseline against industry sector averages.

Identify poor performance

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

Monitor application performance

- 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

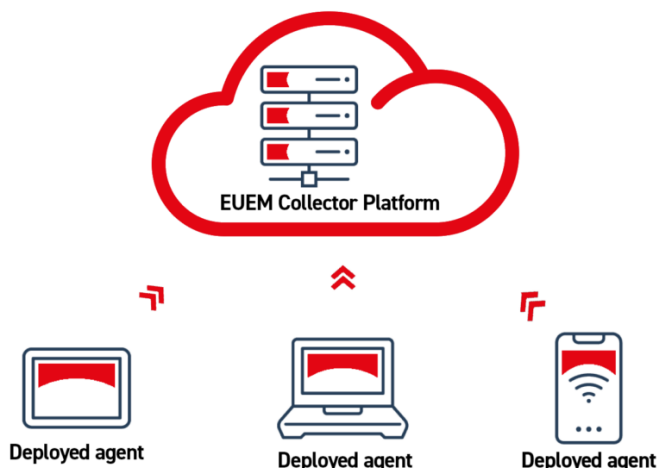
- Put a monetary cost against the impact of poor application performance to indicate staff time being lost due to inefficient IT.



Service Architecture

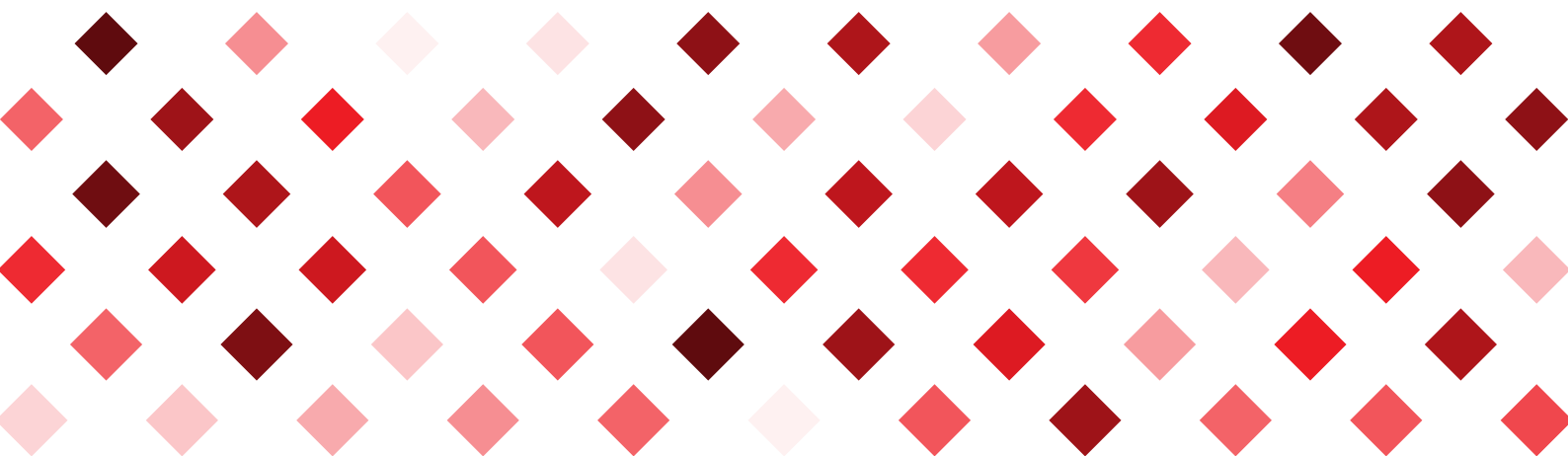
The Digital Performance Evolve service is based on the following digital experience monitoring components:

- Agent software installed on end user devices
- Software-as-a-Service (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	✓	✓
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		✓



Digital Performance **Evolve**

In a complex IT estate, it's often hard to identify and prioritise specific areas for improvement and remediation across your digital environment, with Digital Performance Evolve, those days are over.

- Get real-time visibility of a user's digital experience and understand instantly when and where areas of poor performance occur.
- Track End User Experience, regardless of where they're working from.
- Put a price on poor performance – understand how poor application and device performance is costing you money.



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.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Whether you suspect your business is wasting time and money on poor it performance or not, Digital Performance Evolve will reveal the truth. With this Digital Experience Management service in your armoury, you can remove the doubt and act quickly.

- Monitor everything, even components you don't control
- Fully understand the experience of all end-users, good and bad.
- Shine a light on areas where time is being wasted, and where costs can be saved.

Sound good? Then let's chat



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**DRIVING
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