NCL

The
Digital
Experience
Management

Service Catalogue:

End-User
Observalibity

Understand precisely how your users are engaging with your IT estate and cloud services. Are things fast and efficient or are the support tickets piling up - or do you not know? **End User Observability** will reveal the truth. Whether your users are working on-site, or remotely, our service will capture the information required to visualise performance, end user experience, and stability.

- Identify the worst performing IT elements and
- Prioritise which to address for the greatest improvement.
- Track End User Experience, regardless of where they're working from.
- Measure end user experience
- Monitor any improvements being made across the IT estate.

NCL   **DRIVING DIGITAL VIGILANCE**

End-user
Observability

The End User Observability '**Activate**' and '**Managed**' services provide a way of measuring and understanding how your IT Estate and cloud services are performing from an end-user experience perspective. Whether your users are working from the office, on a hybrid basis, or entirely remotely, our service will capture the information required to visualise service performance, end user experience, and stability.

Our service is designed to help customers identify the worst performing IT elements and continually prioritise which to address first for the greatest improvement.

Essentially, the service provides an objective way of measuring end user experience and any improvements being made across the IT estate.

Real-world uses

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

Reduce mean-time through automation
- Remediate commonplace user issues through automation to reduce mean time to resolve and ease IT Service Desk burden.

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

Mitigate productivity loss
- De-risk digital transformation with objective measurement of IT change and mitigate any productivity loss for end users.

Validate IT changes
- Validate the effect of routine IT changes on user experience, application performance or device stability.
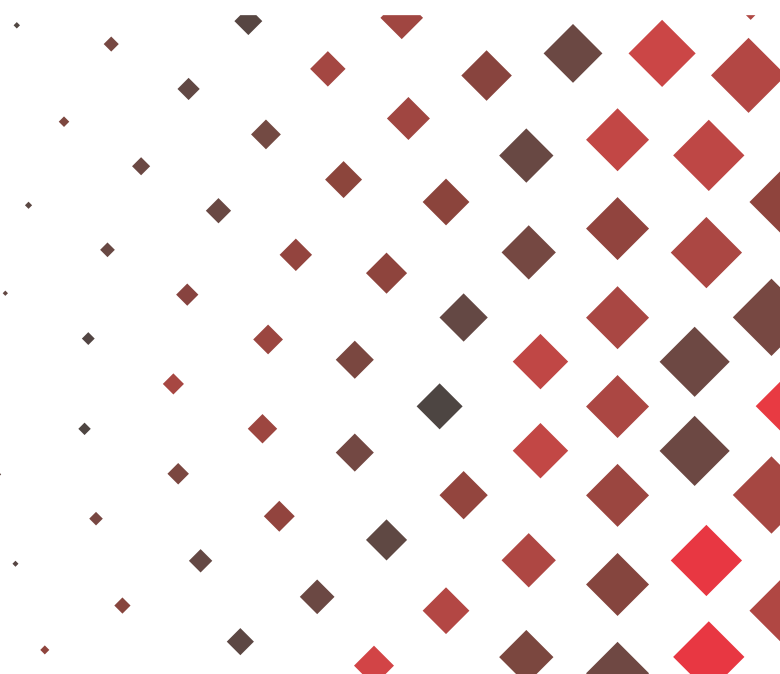
Service Architecture

The End-user Observability 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

EUEM Collector Platform

Deployed agent   Deployed agent   Deployed agent
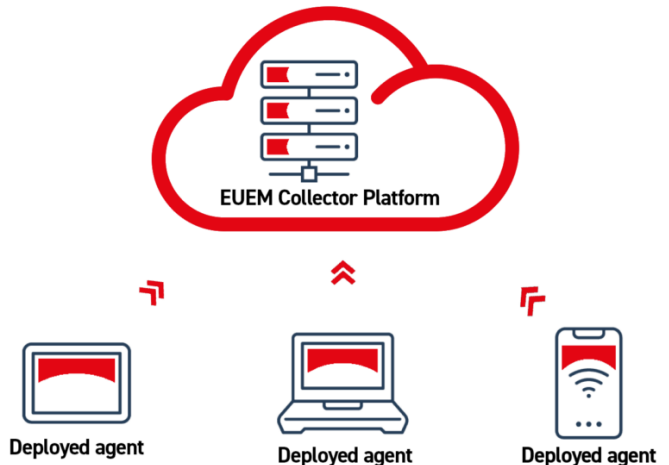
What's included –
Activate & Managed

	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

End-user **Observability**

How much of your IT team's work is fixing performance issues, and how much isn't?

Regardless of the severity of the problem, if a user is struggling with an application or a device, they'll quickly let you know. With End User Observability, you can quickly and proactively identify and fix IT issues, sometimes before a user even spots the problem.

- Identify the worst performing IT elements and prioritise which to address for the greatest improvement.
- Track End User Experience, regardless of where they're working from.
- Objectively measure end user experience and monitor any improvements being made across the IT estate.

> "
> *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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CYMRU
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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Sound good? Then let's chat 〉〉

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