



NCL

The

**D**igital  
**E**xperience  
**M**anagement

Service Catalogue:

Network  
**Observability**

Regardless of whether your infrastructure is in the cloud, virtual environments or on-premises, this solution provides end-to-end visibility to help tackle network-based issues.

With our Network Observability service, we can help you to objectively measure end-to-end network performance, identify bottlenecks within your environment and identify any changes in behaviour.



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DRIVING DIGITAL VIGILANCE





## Network **Observability**

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In an increasingly distributed and complex digital landscape, the significance of networks is rapidly increasing. Our Network Observability **'Activate'** and **'Managed'** services provide comprehensive network performance monitoring across hybrid networks. This enables prompt identification and resolution of performance-related challenges.

To enhance digital performance, our team of experts will proactively identify and investigate shifts in network behaviour, troubleshoot issues and recommend fixes. We will develop tailored network visualisations based on your specific needs and validate the impact of IT changes to ensure users always remain productive.

## Real-world uses

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### **Reduce business operation downtime**

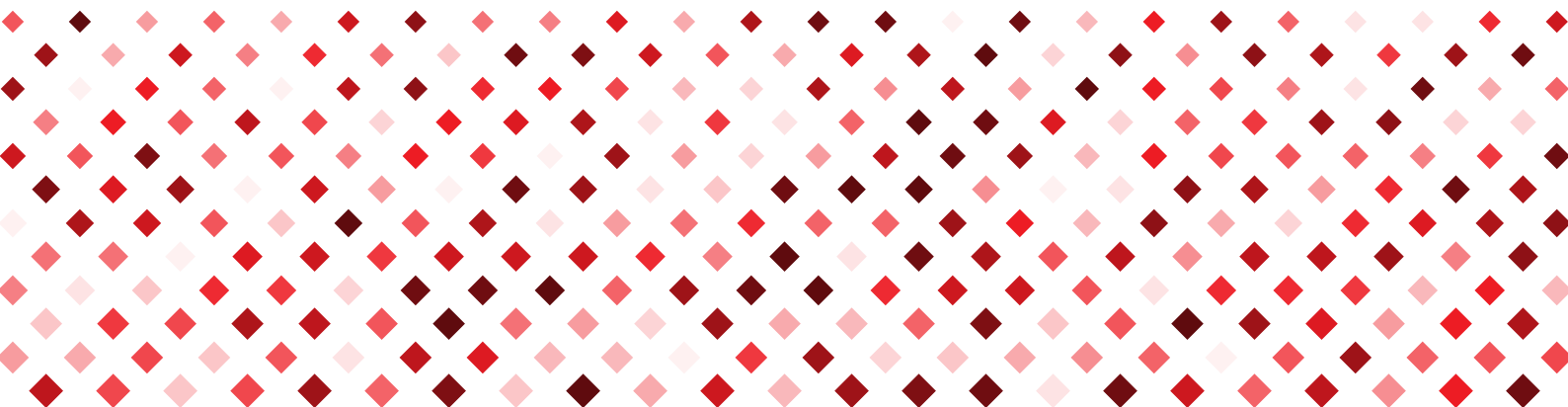
- Identify root cause of network issues to reduce downtime and minimise impact on business operations.

### **Drive your digital experience**

- Ensure networks can handle current and future demands of users, to drive improved digital experience and mitigate performance issues.

### **Automate network performance tracking**

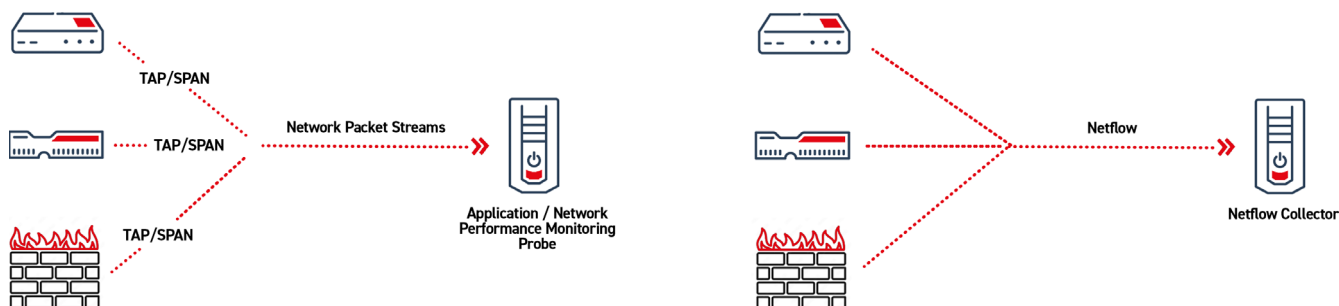
- Automatically track network performance and refocus IT teams on optimising their services.



# 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**

	<b>Activate</b>	<b>Managed</b>
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		✓
Technology software updates		✓

## Optional add-ons

- Validate the impact of IT changes
- Support Problem Case investigation and resolution
- Technology software updates
- Customised monitoring of additional applications
- Integrate data into centralised visualisation tools
- Performance validation before-and-after releases in non-production environments
- Enhanced monitoring of VoIP or database performance
- Service Desk Integration

## Network **Observability**

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Don't let devices be the faulty cog in your efficient operational engine. You may have the best people, the slickest applications, but if their devices are slow and unreliable, your progress will be hampered and your team won't be happy.

Implement **Device Observability**, and ensure that an ever watchful-eye is keeping track of your device fleet's performance. Rest easy knowing that this service is also identifying bottlenecks within your environment and revealing any unusual changes in behaviour.



*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.*



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board



Sound good? Then let's chat 

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