

Business Performance Management

Improving your Customer Experience and Net Promoter Score

What are companies' IT network and application challenges today?

- Viewing and having control over their end-users' IT experience
- Identifying "Shadow IT applications" and their impact on network infrastructure
- Ensuring IT network and app issues are clearly identified and quickly resolved
- Improving end-to-end network service quality and operational excellence
- Ensuring application performance is supported, satisfying employees' needs



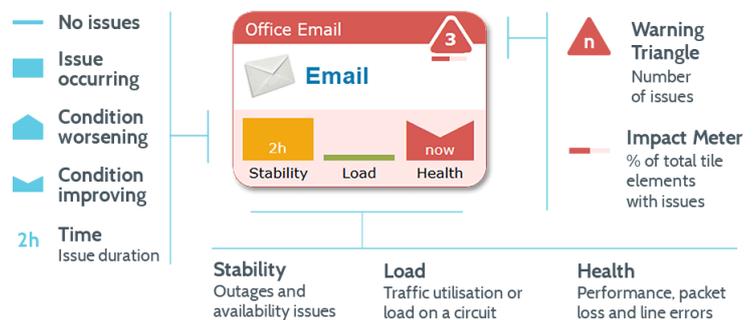
Imagine if your sales and service managers could...

- Provide real-time information on your customer's global network and apps from a single interface
- Collaboratively manage network and application performance with your customer
- Proactively advise your customer on upgrades for network infrastructure with evidence
- Boost your sales upgrade success and improve operational excellence with your customer
- Have a flexible, bespoke solution to match your service management and customer needs in one

You can have all of this, and more, through Highlight

How can Highlight enable you?

Highlight's Performance Management is a graphical data insight service that is tailored to meet your Customer Experience needs and goals. Enabling proactive management of network and applications issues and a significant reduction in their resolution time, leading to improved customer satisfaction and Net Promoter Score.



Highlight's Performance Management enables both technical and non-technical decision makers to have greater visibility of their network and applications through a graphical "single pane of glass". This brings your service to customers and the customers' experience into harmony, strengthening the relationship and making customers into advocates of your company.

This unique offering ensures significantly improved sales, service and operations team performance. The ability to tangibly and proactively demonstrate greater customer service and increased customer care.

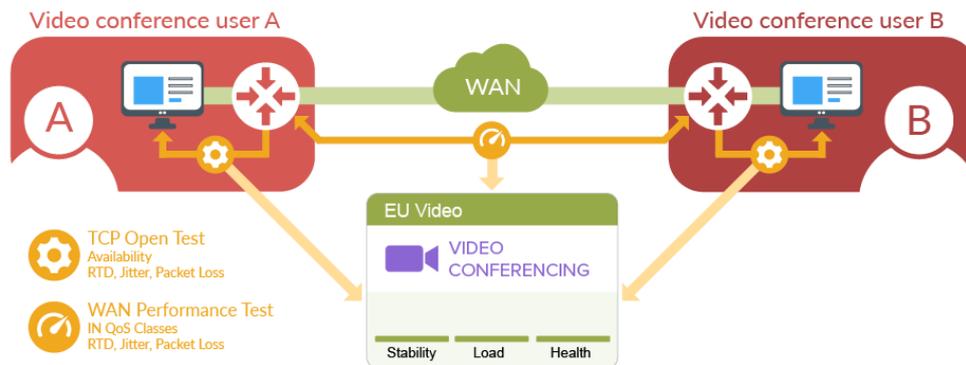
A new way of delivering customer experience

Highlight's Performance Management is a fully configurable, comprehensive, real-time performance monitoring and measuring service. It enables service levels to go beyond the traditional SLAs of a Managed Service Provider. See clearly the customers' applications and network performance conditions. The "heat tiles", as seen below, enable you and your customer to work together in true partnership.



A CEO, CIO, CFO, IT Director, manager or IT assistant can learn to use this powerful Software As A Service in a few hours. Technical and non-technical members of your organisation, and the customer's organisation, can understand the Stability, Load and Health of network infrastructure and how business applications are performing in relation to that infrastructure. Contract renewals will improve through better monthly customer service reviews. Service managers can know when and where their customer's infrastructure needs improvement, before problems arise. The Help Desk will be able to resolve issues in less time.

How is your customer's video conferencing performing? Highlight improves your visibility and enables service support teams to go beyond the SLA and become the trusted advisors.



Day-to-day and future-proofing

Real-time and historical data trend reporting, which is configurable and may be delivered into your email inbox, enables you to make solid business recommendations. As technologies move forward, the WAN will become software defined, applications will be in the cloud, WiFi Access Points will increase exponentially and your customers' employees will use unified communications. Highlight is critical to ensuring day-to-day operational service excellence, enabling better business decisions. The easy graphical interface, accurate measuring and reporting of network and app performance will result in improved customer experience and higher Net Promoter Score.

Highlight Performance Management in Summary

- Offers graphical data insight service - tailored to enable your customer service experience
- Proactively strengthen your customers' IT service performance experience
- Provides insight to applications, networks, unified communications, leading to successful upgrades
- Enables service support to significantly reduce issue resolution time
- Gives greater control over day-to-day service tasks, and enabling a customer experience focus