

Customer experience



Benefits

To improve customer experience, Highlight helps reduce mean time to repair, improves service reviews and increases proactivity.



Reduce mean time to repair (MTTR)

The Highlight graphical display brings the most relevant performance information to the surface enabling proactive issue management.

Service providers and customers can see issues as they develop therefore resolutions can be sought quickly and efficiently. This condition facilitates a significant improvement in the eyes of the customers.



Improved service reviews

Real-time and static reports drawing on both raw and pre-summarised data are available readily from a single platform enabling service managers to provide high-quality service reviews at any time the customer desires without impacting resources.



Increase proactivity

Service managers can work proactively towards problem prevention with their customer contacts, plus can add value to their customer IT infrastructure and application capacity planning activities.

Features

Highlight provides status at a glance, SLA and beyond SLA reporting along with critical issue prevention



Status at a glance

Highlight provides at-a-glance status of the entire ICT landscape. Graphical data is accessible to the service managers and their customers enabling understanding of business-critical applications and network performance in real time.



SLA and beyond SLA reporting

The reporting engine can be configured and customised by the service manager and their point of contact ensuring a closer collaborative agreement on SLA and above SLA achievement criterion.



Critical issue prevention

A service manager can see an IT infrastructure or Application crisis building in real-time. Highlight allows service providers and their customers to see clearly, thereby prevent a crisis.

How we deliver

To ensure we solve real problems for real people, adding tangible value to a service offering, we involve our partners in our product development process. At Highlight, we work in an agile way and aim to deliver as much business value, as early as we can, with every release.



Partner involvement

We work closely with our partners through constant collaboration, via steering committee meetings, usability labs and customer submitted requests for enhancements.



Agile development

We run an agile development process under which our customer-mandated enhancements evolve, through our internal collaborative processes. Our aim is to deliver the most value, in the shortest amount of time, regularly.



Value optimisation

We analyse the value of each product enhancement in view of our customers' business objectives, to ensure that what we add or change satisfies real business needs.

The future

We're hard at work creating new solutions to provide: visibility into unified communications, to support SD-WAN in a vendor-agnostic way, deliver even deeper application awareness and to bring all our monitoring together in a clear, single pane of glass.

● Unified communications visibility

We are delivering enhancements that enable Managed Service Providers to maintain and demonstrate high quality of experience and user adoption of UC technologies, via tangible SLA reporting and at-a-glance graphical dashboards.

● Disaggregated IT procurement management

Highlight offers a unique interface (single-pane-of-glass) whereby all IT components monitoring and performance reporting are aggregated. This powerful aggregation capability counteracts the conditions under which the WAN, LAN and applications were procured and ensures that Public Sector business objectives for customer service levels are met.

This essentially overcomes the procurement model, where WAN, LAN and applications are procured within a disaggregated process, which leads to higher infrastructure costs and the chances of less reliable performance within Public Sector organisations.

● Vendor agnostic SD-WAN support

Highlight represents SD-WAN devices in a vendor-agnostic way, so that the key performance characteristics can be seen clearly. This key feature, in the volatile world of software defined networking, is essential to prove how the dynamic nature of the WAN service is delivering business benefit plus can enable service providers and their customers to fine tune the configuration and behaviour of their SD-WAN.

● Application impact

We provide a clear view on the impact and issues arising with business-critical applications, which enables improved planning and performance management. In the near future, Highlight will be looking to provide end-to-end application performance monitoring and management. This will focus on the performance of applications at end-points and not solely on the supporting WAN infrastructure.