

# Business Performance Management

Enabling your operations team to achieve excellence

## 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



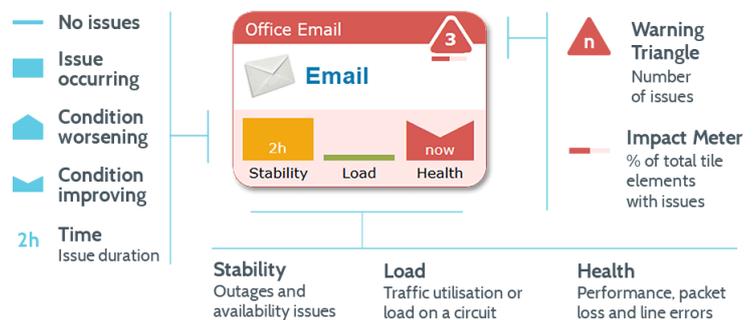
## Imagine if your operations team could...

- 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 network 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 needs and goals. Enabling proactive management of network and applications issues and a significant reduction in their resolution time, leading to improved operations performance.



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 level 1,2, and 3 help desk teams to be in greater harmony with your customer, strengthen the relationship and have the customer talking about your operational excellence.

This unique offering enables a level of operational excellence with the ability to proactively identify and potentially correct problems before they arise.

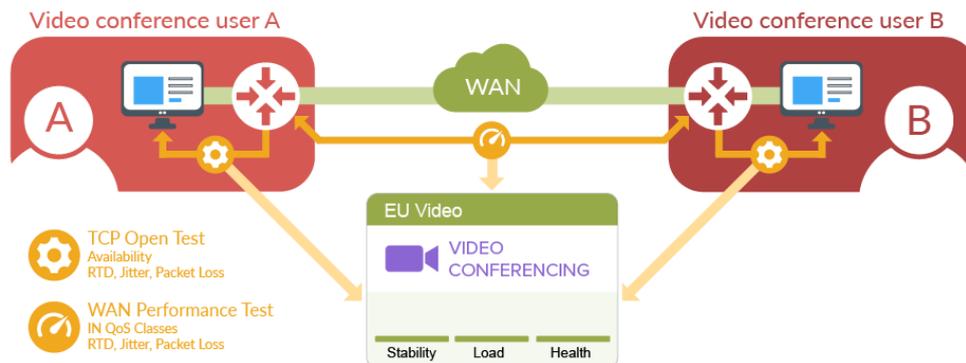
## A new way of delivering service management

Highlight's Performance Management is a fully configurable, comprehensive, real-time performance monitoring and measuring service, it is not an engineering utility. It enables Managed Service Providers to see their customers' applications and network performance conditions in real-time. 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. Driving improvements in fault call handling and fault resolution speed, Highlight is a powerful service creating greater visibility through a single pane of glass. Knowing when and where customer's infrastructure needs upgrading and having the evidence to support the decision is a game changer. Operational excellence that treats conditions before problems arise.

How is your customer's video conferencing performing? Go beyond the SLA and be the trusted advisor.



## Day-to-day and future-proofing

Real-time and historical data trend reporting, which you can configure and have automatically delivered into your email inbox, enables you to recommend upgrades and participate in capacity planning with your customers. As technologies move forward, 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 Performance Management is critical to ensuring day-to-day operational excellence as well as enabling better business decisions and the future-proofing of your customers' network.

## Highlight Performance Management in Summary

- Offers graphical data insight service - tailored to enable your sales performance
- Proactively ensures your customers' IT network and application service performance experience
- Provides insight to applications, networks, unified communications, leading to successful upgrades
- Enables management that can lead to a significant reduction in issue resolution time
- Gives greater control over day-to-day operations and more time for strategic planning