

Business Performance Management

Enabling your Service Management 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



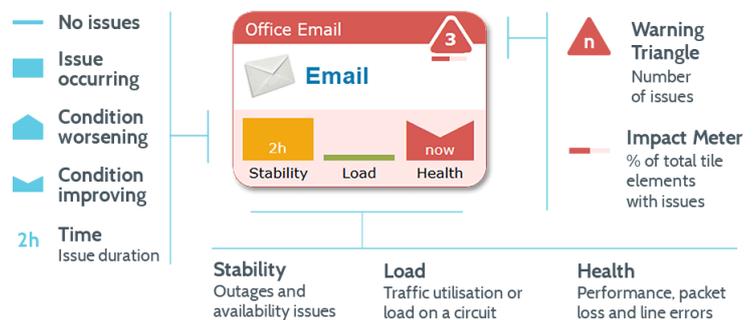
Imagine if you could...

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



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 you into harmony on upgrade recommendations with your customer, strengthens the relationship and makes a contract renewal easier.

This unique offering ensures sales and service operational performance with the ability to proactively identify and potentially correct problems before they arise.

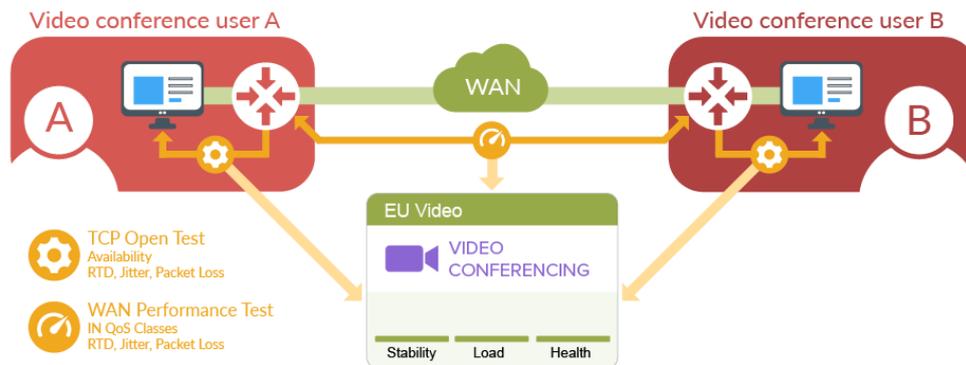
A new way of delivering service management

Highlight's Performance Management is a fully configurable, comprehensive, real-time performance monitoring and measuring service. It allows service managers in the Managed Service Provider industry to see their customer's application 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 come easily through your improved monthly customer service reviews. Service managers can know when and where their customer's infrastructure needs improvement, before problems arise.

How is your customer's video conferencing performing? Highlight improves your service management capability, enabling you to go beyond the SLA and become 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 a critical success factor to ensuring day-to-day operational excellence as well as enabling better business decisions and future-proofing, through the easy graphical interface, accurate measuring and reporting of network and applications performance.

Highlight Performance Management in Summary

- Offers graphical data insight service - tailored to enable your sales performance
- Proactively ensures your customers' IT 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 sales tasks and more time for strategic planning