

Highlight's Managed Service

Lets us manage the admin for you

Enabling partners to focus on what they do best

- Highlight Managed delivers our SaaS Cloud in combination with our expert administration
- All the administrative tasks: adding new customers, managing users and optimisation are done by us, removing the burden from you and your team
- You can focus on delivering great customer service backed by impartial Highlight data



Imagine if you could...

- Lower staffing costs and deliver significant savings while still gaining all the Highlight benefits
- Focus on managing and reporting network and application performance to your customer, not collecting data
- Pro-actively advise on WAN / Internet circuit speed detection issues to your customer
- Have a single management solution enabling you, the provider, and your customers to share performance information

We can achieve all this by letting Highlight's Operational team take on the administration with our Managed Service offering

How can Highlight Managed enable you?

Our Managed Service offering will extend Highlight's support functions of the standard Highlight Cloud product by adding provisioning and professional support to you and your customers. Your team can be focused on service delivery and customer service rather than back-office administration.



Let us manage your Moves, Adds and Changes (MACD):

Our Service Delivery and Support teams will:

- Administer your customer folders
- Carry out individual and bulk provisioning for your customers devices into watches
- Manage users
- Location folder creation and description changes
- Continual checks to ensure all watches are working and collecting data
- Activation of watches and interfaces once they are provisioned by you
- Modify values, thresholds and alerts - as per your requirements

Highlight Portal User admin:

- Review customer users who are not logging in and prompt them to do so
- Bouncing emails – delete old accounts and find user replacements
- Configure alert thresholds to provide advanced warning of unacceptable performance conditions

Accuracy, Investigation and Remediation of the following issues:

- Long term stability or 'dead' devices
- Uni directional Class of Service
- Incorrect bandwidth configured
 - If bursting or bearer bandwidth lower than the detected, investigate and inform
- Traffic Classes not discovered
- Diagnose why Flow or NBAR might not be working
- Performance tests not running successfully

General Admin activities:

- Classes of Service/VLAN/Multilink set up
- Performance measurement configuration as per your requirements
- Application Visibility (NBAR, FLOW, AppVis) activation



Highlight's Managed Service in summary

- All of the great Highlight service without the admin overheads
- Consistent provisioning ensuring correct set up, features usage and user access
- The fastest route to live customer visibility
- Help in giving you greater control over day-to-day operations and more time for strategic planning