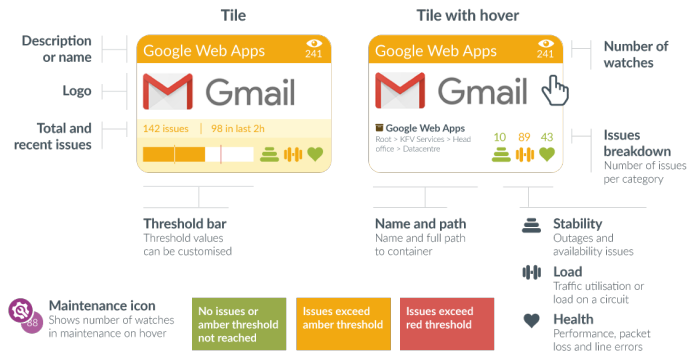# Network Performance Management

highlight

Enabling applications and infrastructure service 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 WAN and Internet infrastructure
- Ensuring that issues with WANs, Internet circuits and Apps are clearly identified and quickly resolved
- Improving end-to-end network service quality and operational excellence


Imagine if you could...

- Provide real-time information on your WAN and applications performance from a single interface
- Collaboratively manage network and applications performance between provider and corporate
- Pro-actively advise on necessary upgrades for WAN / Internet circuit infrastructure
- Boost user experience, improve provider to corporate operational collaboration and excellence
- Have a single management solution which enables providers and corporate enterprise customers to share performance information

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

How can Highlight enable you?

The power and ease of Highlight comes from a graphical interface that's tailored around your business needs and goals. Enabling proactive management of network and applications issues, leading to significant reduction in resolution times.
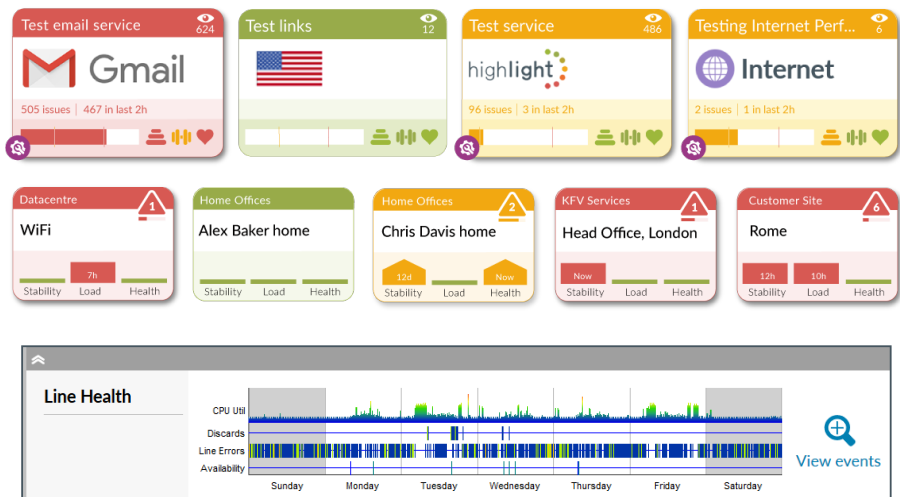
Traffic Load details

Clicking through from the heat tile, both provider and corporate customer can see the utilisation and load information for WAN and Internet circuits
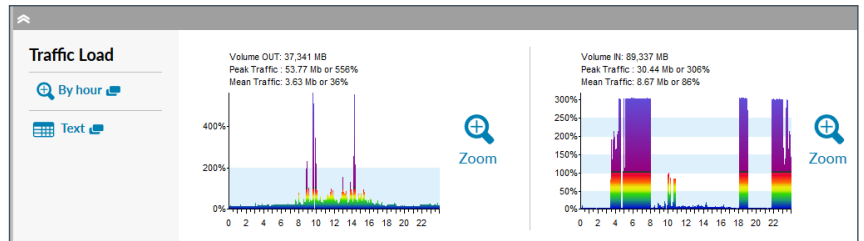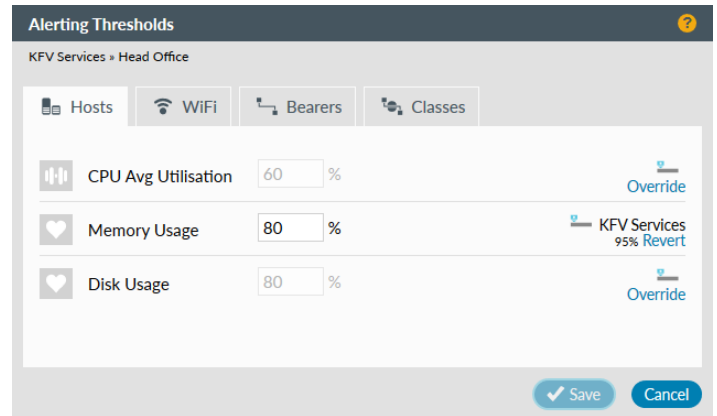

Alerting

Alerting thresholds can be configured and provide advanced warning of unacceptable performance conditions.

Reporting

Enabling both technical and non-technical decision makers to have greater visibility of their network and applications through an easy to use graphical "single pane of glass".

Whether you are a service provider or a corporate enterprise, Highlight brings you into a stronger collaborative relationship. Provider's first, second and third level support professionals have a greater ability to support and achieve operational excellence for their corporate enterprise customers. Corporate customers have service transparency that brings the ability to intuitively identify and potentially correct problems before they arise with their providers.

A new way of collaborating

Highlight is a fully configurable, comprehensive performance monitoring and measuring service designed to benefit sales, service management, operations and corporate enterprise customers' experience. Enabling the MSP and Corporate customers' applications and network performance conditions management in real-time.

Anyone can learn to use this powerful Software as a Service in a couple of hours, driving improvements in fault handling and resolution speed. Knowing when and where infrastructure needs upgrading and having the evidence to support the capacity planning decisions is a game changer in true collaborative partnership, leading to operational excellence that enable issues to be treated before becoming critical.

Day-to-day and future-proofing

Real-time and historical data trend reporting, can be automatically delivered to an email inbox, enabling technical and non-technical decision makers to have productive discussions concerning upgrades and capacity planning.

Highlight Performance Management in summary

- Offers graphical data insight service enabling providers and corporate enterprise customers
- Pro-actively ensures IT network and application service performance
- Evidence to justify upgrades to networks supporting applications and unified communications
- Enables efficient management, leading to reductions in issue resolution times
- Gives greater control over day-to-day operations and more time for strategic planning

🌐 highlight.net   ✉ sales@highlight.net   ☎ +44 (0) 1483 209970   2