

Empower your teams and justify IT investment with the Highlight Service Observability Platform

The **Highlight Service Observability Platform** is the SaaS cloud-based network visibility solution with a difference. The Highlight platform takes complex multi-technology, multi-location network data, focusing it into an understandable and securely shareable format that makes sense for business operations. Highlight ensures that your IT management and support teams have access to the data they need, when they need it.



**Fast deployment
multi-technology
observability**



**Simple and secure
shared access to
understandable data**



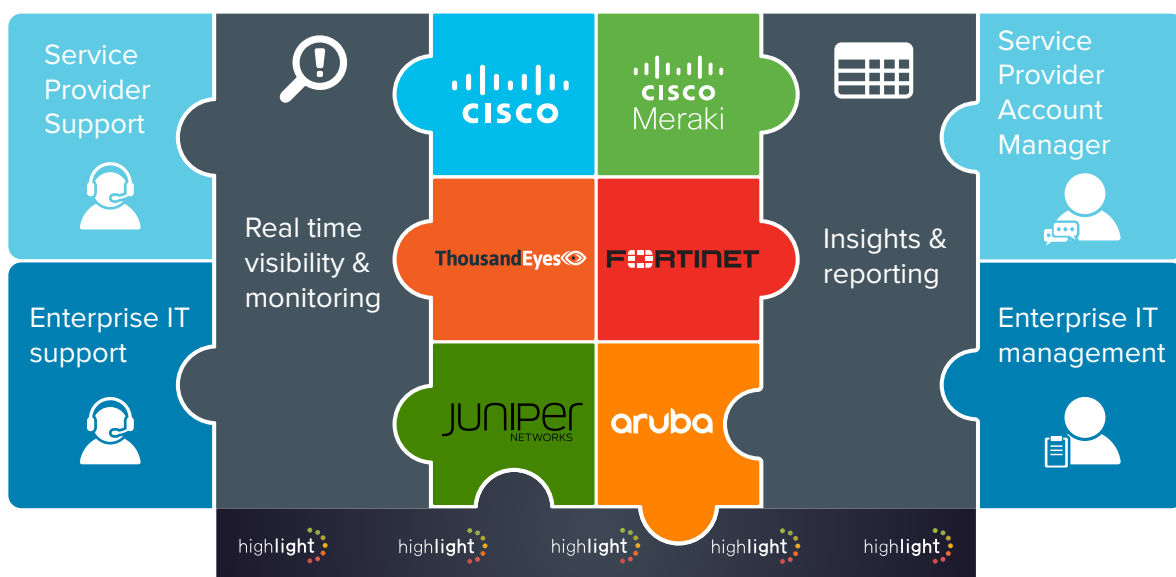
**Boost technology
efficacy with IT
support suite**



**Report on service
and location SLAs for
justified IT budgets**

Where does Highlight fit?

The Highlight platform provides a wraparound first-pane-of-glass view of different technologies from different vendors with standardised data that increases support efficiency, enables analysis of network estates and empowers greater coordination with service providers and external vendors.



For more information contact us at:

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Transformed support processes for effective and high-performing teams

The Highlight platform has been designed to give support teams unparalleled ability to respond to and collaborate on issues across multiple locations and technologies with speed and precision.

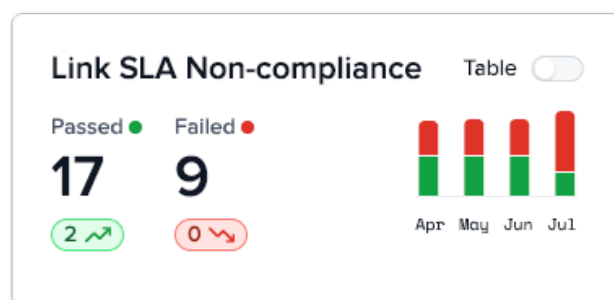
Quantifiable metrics reported by support teams:

- 24% increase in support efficiency
- 30% reduction in support escalations
- 60% increase in proactive fixes before outage or user report

Justified IT investment decisions communicated using real data

Securing IT investment requires proof in a form that anyone can understand. Prove IT are on top of their domain and build confidence in the outcomes you provide:

- Set, monitor and report on SLAs
- Make accurate decisions on capacity planning using real data
- Share reports to demonstrate outcomes



Realise greater value from external service providers and vendors

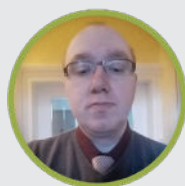
Build great relationships with external suppliers with accurate, easy-to-interpret data that is readily visible to both parties. Regularly review auto-generated reports to demonstrate you're getting value for money from providers.

- Identify where vendors are delivering value
- Pinpoint areas that need improvement
- Work with providers to make changes



Case Study: Countrywide Healthcare

“Highlight just works... It was three clicks maximum, put the API key in, press OK, and a couple of minutes later, it talked to Meraki and brought across the Wi-Fi access points and firewalls. It really was the golden bullet.”



Jonathan Price, IT Manager



- 80% reduction in time to problem source identification
- 94% quicker deployment time compared to previous solutions
- 71% more cost effective compared to competing platforms

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