BT

Shape your future infrastructure with Visibility-as-a-Service End User Experience

In uncertain times, you need insight into your user experiences.

Operating a business through a pandemic is uncharted territory for most. Fast-paced digital technology, growing digital workforces, and the rapid adoption of cloud-based applications means you need to keep on top of providing the best experience for your users. But you can only fix what you can see.

With so many of us adopting cloud-based business applications like Office 365 and with demand quickly increasing, being able to benchmark and monitor end user experience is key. Understanding where performance problems lie helps informed decisions to be made, for example which applications need optimising and accelerating.

With customer expectations at an all-time high, people are looking to have all their needs met online, but when there's a problem, they pick up the phone. If a call centre agent has to be able to answer the enquiry quickly and efficiently; they can't afford for their applications to be slow or crash. If the experience is poor, the agent is left frustrated and the customer will go elsewhere.

That company, like most businesses, needs an intelligent way to understand how their end users consume applications. They need access to real-time actionable data to find and fix problems faster, significantly improving their user's experience, on or off the cloud.

82%
of companies plan to allow employees to work remotely some of the time. Nearly half (47%) say they intend to allow staff to work remotely full time.
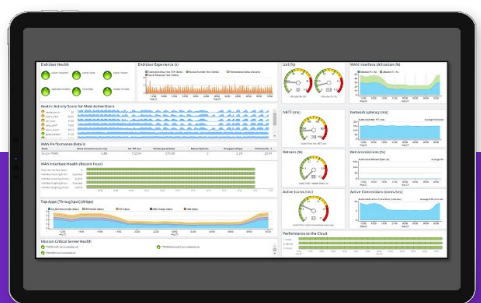
Gartner Survey, July 2020[1]

Visibility to optimise the end user experiences that matter most.

Visibility-as-a-Service End User Experience (VaaS EUX) helps you to deliver an improved customer experience and user experience by showing you what works well and what doesn't. The real time dashboards will help you better understand application and device performance, resolve problems faster, and improve productivity.

With our targeted acceleration approach, VaaS EUX can be used to identify performance issues in specific SaaS applications for specific users, which you can then accelerate and optimise using SaaS Accelerator for Home and Office.

Targeted acceleration enables you to improve performance for your users that need it most and ensures you only pay for what you need.

With our VaaS EUX managed service, we do everything for you. We combine service experiences and expertise with implementation, service support, configuration, and training – giving you a reliable, fast-start platform to access the insights your business needs. And it's all done with simple, predictable, and flexible pricing.

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1   https://www.gartner.com/en/newsroom/press-releases/2020-04-03-gartner-cfo-surey-reveals-74-percent-of- organizations-to-shift-some-employees-to-remote-work-permanently

A single view of performance

VaaS EUX measures the exact UX when an application is being consumed. It lets you make informed decisions to maximise business performance, for example knowing which applications to accelerate. And your people can keep working wonders, whether they are back in the office or working at home.

Today, they capacity plan and provide a high quality of experience for their users with the help of our service.

Dramatically improve UX
Find out how people use your network and applications – without the cost and complexity of traditional network monitoring tools. Get the insight to detect issues and solve problems faster, reducing downtime, saving money, and increasing productivity.

Accelerate your digital journey
Move to the cloud, adopt new hybrid networks, and implement innovation, like Internet of Things (IoT) and Big Data analytics faster, and with less risk. You will be able to easily see and analyse traffic flows to determine application performance and show the impact on your bottom line.

Optimise the quality and utilisation of your assets
Gain better visibility on asset utilisation to save costs. Get clarity on the minimum capacity required to support your end user needs, whether that's bandwidth, cloud, software licences, or even laptops and mobile devices. You can deliver a stronger return on investment and make more informed future decisions to prioritise spending and resources.

Benefits

- **Reduce hardware refresh costs** and gain savings on licence costs.

- **Improve UX,** even if mobile, working from home, or at remote branch site.

- **See and fix problems** before users are even aware.

- **Free up** your digital teams.

- **Help you plan and invest** in the right areas for the future.

- **Give you peace of mind** that application performance is as you expect.

- **Improve your efficiency and return of investment** with Office 365 implementations.

Match the right services to your business needs

For us, choice is everything. VaaS EUX is the evolution of BT's VaaS offering, which also includes network visibility, network analytics and application performance monitoring. In addition, the VaaS portal provides a single, integrated view of all of BT's VaaS services. You can choose a solution to fit your precise business requirements and budget and BT's consultants will ensure you get maximum value with implementation, customised configuration, familiarity training and ongoing support.

Why BT and Riverbed?

- We are Riverbed's longest serving Global Elite Partner and serve many of their largest, most technical complex clients – experience which we share with our customers.

- We test all Riverbed technologies in our dedicated lab in California to ensure quality.

Get in touch with your BT account manager to find out how we can help or visit www.bt.com/global for more information.

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