

Take control of your network to deliver optimum customer experience

As businesses switch on to the reality of digital transformation, providing the very best experience for users, customers and suppliers is fast becoming a key focus.

You need to be able to make informed decisions about how to provide the very best levels of performance and resilience for mission-critical applications as you move them to the cloud and more complex hybrid network environments. But you can only improve what you can see.

BT Visibility-as-a-Service can bring your network under control – telling you exactly how people are using it and providing real-time actionable data to dramatically improve your users' digital experience on, and off the cloud. You can find and fix faults before they tarnish your reputation.

A single view of performance

Based on Riverbed Digital Performance technology, Visibility-as-a-Service provides continuous visibility across all your applications and networks. This means you can make informed decisions to maximise business performance. And your people can keep working wonders, whether they're in your head office or a far-flung building.

What does Visibility-as-a-Service do?

It'll help you deliver a better user experience with faster performance, quicker problem resolution and improved productivity. All with simple, predictable and flexible pricing.

Visibility-as-a-Service is available with three different service levels. Our Bronze service comes with a 'try before you buy' option, so you can dip your toe in the water and then easily upgrade to unlock more value as you need it:

- Bronze – network visibility (with 'try before you buy' available)
- Silver – network analytics
- Gold – application performance monitoring

Dramatically improve user experience

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 before they impact the business, thereby reducing downtime, saving money and increasing productivity.

Adding Riverbed technology will:

- enable you to give users the best possible experience – even if mobile or at a remote branch site
- enable you to see and fix problems before users are even aware of a problem
- free-up your IT teams
- help you plan for change and invest in the right areas
- give you peace of mind that application performance is as you expect

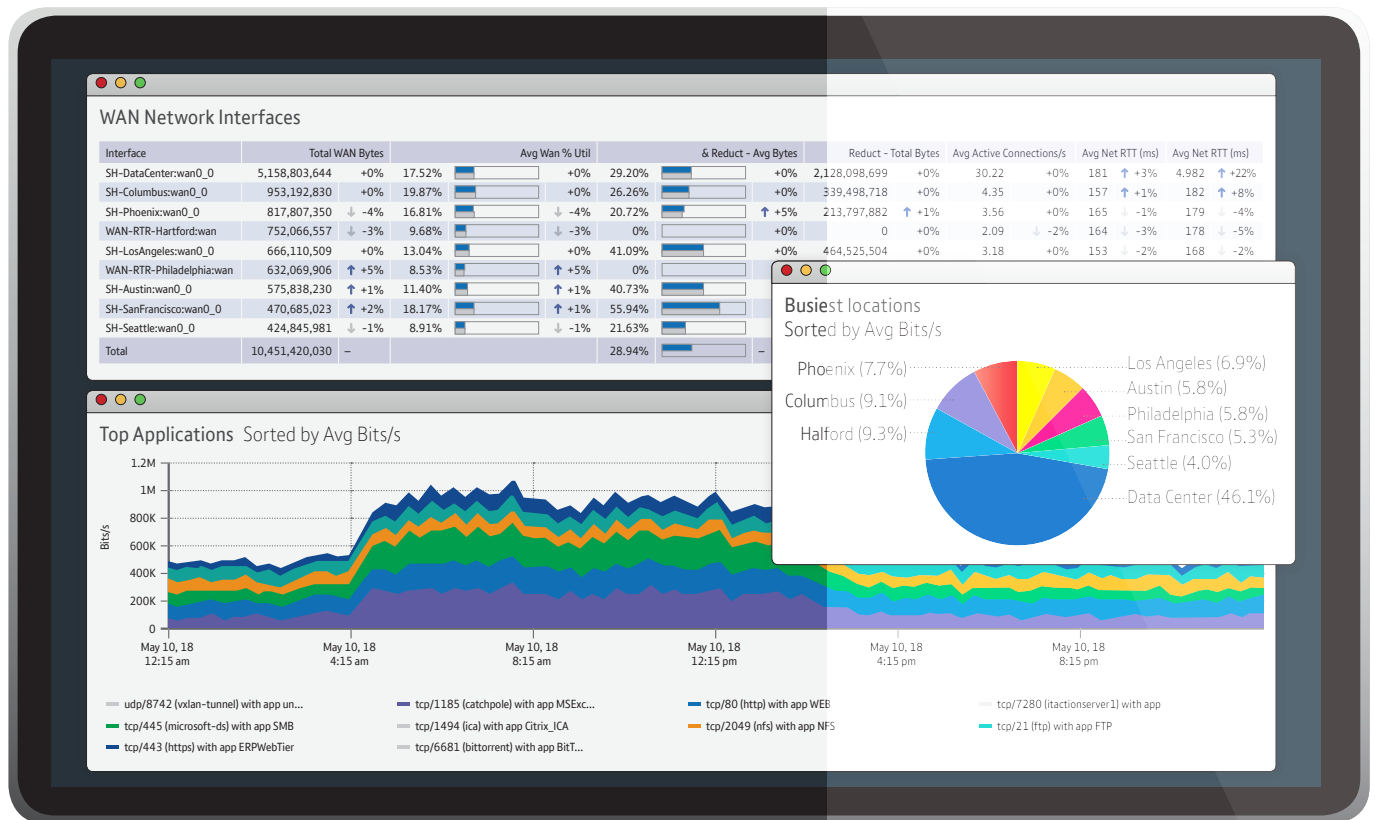
Accelerate your digital journey

Move to the cloud, adopt new hybrid networks and implement transformational strategies such as 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 provide the best experience for both legacy and new cloud-based applications.

Sweat your assets

Measure and monitor all your existing IT assets – no matter what they are. You can deliver a stronger return on investment and ensure no investment is wasted.

Example reports



Why choose BT?

We're experienced

- More than 1,000 of our people have the training to support you
- Over 60 Riverbed accredited engineers
- We have a dedicated test and development facility
- We've improved 200 wide area networks and manage 4,000 endpoints

We take the pressure off

- We help IT teams of all sizes
- We're one of Riverbed's few elite partners and were named Global Services Partner of the Year 2018
- We are a Riverbed Assured Service Partner in multiple disciplines
- Our helpdesk solves problems around the clock

We give you an edge

- We can monitor and report on the performance of your network and applications
- We continually search for, and test new network technology

Start right

Our managed services make sure you get the full benefit of Visibility-as-a-Service. We'll talk through your needs, design and install the technology, send you monthly performance reports and solve any problems that crop up, as part of our global support. Our higher service tiers also come with a BT expert who will familiarise you with the portal and set up tailored dashboards and reports.

See how we fuelled a better user experience

The IT team from a global petrochemical company came to us for help. Over the years, they'd stumbled across different tools to monitor parts of their network. Costs and confusion ran high. And the user experience was shoddy.

Using Riverbed's technology, we gave them an overview of their network and applications. For the first time, they were able to spot emerging issues and WAN overload before it hit customers. Today, they capacity plan and provide a high quality of experience for the users with the help of our service.

What could Connect Intelligence Riverbed do for you?

Visit bt.com/globalservices

Offices worldwide.

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