

# You can't control what you can't see, so make sure that you can see the entire picture.

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

Fast-changing digital technology, a growing digital workforce, and the rapid adoption of new cloud-based applications means you need to offer the best experience for your users. But you can only improve what you can see.

Visibility-as-a-Service (VaaS) will bring your digital infrastructure under control – telling you and your team exactly how your end-users 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 with customers and hamper employee productivity.

## A single view of performance

VaaS provides continuous visibility across all your applications and networks. It includes network visibility, network analytics, application performance monitoring, and end-user experience monitoring in a single, integrated view. It lets you make informed decisions to maximise business performance. And your people can keep working wonders, whether they're in your head office or a distant building.

## What does Visibility-as-a-Service do?

VaaS enables you to deliver an improved customer and user experience with better performance, quicker problem resolution, and improved productivity. All with simple, predictable, and flexible pricing.

Our VaaS solution includes flexible components – network visibility (with 'try before you buy' available), network analytics, application performance monitoring, and end user monitoring at the desktop. This allows you to align a solution to your precise business requirements and budget.

**However, if you aren't sure where to start, we have made it very easy to start low and grow as you become comfortable with the potential.**

## Dramatically improve user experience

Find out how people use your network and applications – without the cost and complexity of deploying traditional network monitoring tools. Get the insight to detect issues and solve problems before they impact the business, reducing downtime, saving money, and increasing productivity.

## Drive customer loyalty and sales

Respond to your customers' needs seamlessly, without delays, and deliver optimum customer experiences as your business evolves. Enable your teams to service customers more effectively by pro-actively identifying and resolving issues, giving your customers and users the best experience.

## Accelerate your digital journey

Move to the cloud, adopt new hybrid networks and implement transformational strategies, 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.

## Max your assets

Gain full visibility on asset utilisation. You can save costs on assets that are being underutilised or not utilised at all. 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 (ROI) and make more informed future decisions to prioritise spending and resources.

### Adding VaaS will:

- enable you to **reduce hardware refresh** costs
- enable you to **gain savings on licence costs**
- 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
- enable you to **speed up time to fix issues**
- **free-up** your digital teams
- help you plan for change and **invest in the right areas**
- give you **peace of mind** that application performance is as you expect

# Why choose VaaS from BT?

## We're experienced

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

## We take the pressure off

- We help digital teams **of all sizes**.
- We're one of Riverbed's few **Global Elite Partners** and have worked together since 2007.
- We are a **Riverbed Assured Service Partner** globally.
- **We solve problems** around the clock with our managed service.

## We give you an edge

- **VaaS monitors, reports, and provides alerts** on the performance of your network and applications and end-users.
- **Our service auto-discovers** who is using applications and what applications are running over the network.
- **Quicker problem identification, diagnosis, and fixes**, as VaaS measures the exact user experience where the application is being consumed.
- **Get maximum value, quickly and effectively**, with implementation support, customised configuration, familiarity training, and ongoing support.
- **Measure the whole landscape**, unlike traditional device and endpoint management services.
- **Benchmark experiences before transformation**, and then track and measure the impact it has on user and customer experience once it has been deployed.

## Start right

Our global managed services make sure you get the visibility you need. We'll talk through design and adoption, send you monthly performance reports and solve any problems that crop up. Our higher service tiers also come with a BT expert who will consult with you on dashboard set-up and help interpret the data you are seeing.

### See how we fuelled a better user experience

The digital 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 wasn't great.

Using VaaS, 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 their users with the help of our service.

### See how we improved network performance for users

A Canadian chemical company saw almost immediate value with our VaaS solution deployment. They had previously blamed the network for an intermittent performance problem at some of their offices. With our VaaS solution, they were now able to identify and isolate the cause to a Windows update server that was flooding the network. They were able to change the update schedules to prevent it from happening again.



Consolidated VaaS dashboard

