

# NETWORK PERFORMANCE MONITORING

Right-size your monitoring capabilities to better understand the impact of network performance on your critical business initiatives.

# MAKING THE CASE

Digital businesses need reliable networks more than ever before. And with today's hybrid cloud architectures, maintaining a high-performing network requires a broad view across IT domains.

But most point network monitoring tools are unable to provide the breadth and depth needed to diagnose complex problems. As a result, many organizations are suffering from tool proliferation from their attempts to piece together capabilities and gain a single source of truth.

Many tools have become 'shelfware', either because they're no longer needed, have duplicate features, or the team doesn't have the skillset to use them. Yet they're still incurring costs. IT teams today need a more proactive, holistic, and efficient approach to network performance monitoring.

Our services deliver rightsized monitoring capabilities, and the people and skillsets needed to help you better understand the impact of network performance on your critical business initiatives today.

## SERVICE VALUE

### FIT FOR PURPOSE

We'll keep the Network Performance Monitoring tools we use fully configured and updated for the instant it needs to be utilized, so it's always fit for purpose.

### PROACTIVE IDENTIFICATION

We'll watch for issues on your behalf, and proactively identify any performance problems that occur for the applications and networks we're monitoring.

### NOTIFICATION & ALERTING

On identification of a problem, we'll instantly alert you, so you can triage and diagnose the root cause of the problem quickly, using a fully prepared and up-to-date system.

### DASHBOARDS & REPORTING

We'll save you time by providing you with quarterly reporting to show performance trends for your network and key applications, which you can share with your wider team.

## WHAT WE DO



### STRATEGY

- Hold a strategy workshop with all main stakeholders.
- Understand your desired outcomes, KPIs and budget requirements.



### DESIGN

- Design our service and implementation package.
- Prepare our service handbook.



### TRANSITION

- Service installation & configuration.
- Initial installation and configuration of standard dashboards.
- Provide access to service portal.



### OPERATION

- 24x7x365 proactive management, monitoring & alerting.
- Quarterly reporting & service improvement.
- Assistance with KPI measurement & business case justification.



# SERVICE LEVELS

Our Network Performance Monitoring service is available in three levels as outlined below.

As part of our managed service onboarding process, an initial Health Check, Hygiene and Compliance Audit of all systems will be carried out to ensure that they have the latest revisions of software. We'll also check that system resources are optimized based upon the specifications applied.

Any system upgrades required will be provided, along with any replacement components found to be faulty, in accordance with any existing vendor maintenance agreements you have.

	ENHANCED SUPPORT	MANAGED SERVICE ESSENTIALS	MANAGED SERVICE PLUS
<b>ENHANCED SUPPORT SERVICES</b>			
1st & 2nd line support	✓	✓	✓
Vendor support management concerning enhancement requests	✓	✓	✓
Technology updates as they become available	✓	✓	✓
Additional features highlighted that could further the capability of the deployment	✓	✓	✓
Share experiences, including enabling further dashboards, if appropriate	✓	✓	✓
Monthly service call to ensure all enhanced support services are delivered, and any issues are recorded and remediated	✓	✓	✓
<b>SYSTEM MONITORING</b>			
Verification that the monitoring system is maintained at agreed levels and updates and upgrades are performed		✓	✓
Perform software and system health checks following updates		✓	✓
Utilize alert management to identify monitoring system issues and escalate to you when necessary		✓	✓
License management to ensure that licenses are current, providing notice when expirations are nearing and planning for future growth		✓	✓
<b>DATA COLLECTION REPORTING</b>			
Ensure health of data collection – devices are reporting properly		✓	✓
Ensure expected network traffic is being received		✓	✓
<b>INCIDENT MANAGEMENT</b>			
Follow customer's incident and change management procedures to keep solution aligned with the infrastructure		✓	✓
<b>SOLUTION ACCESS</b>			
Manage monitoring system access (accounts and roles)		✓	✓
Manage dashboard views (role-based)		✓	✓
<b>MONITORING</b>			
Monitor solution health		✓	✓
Monitor solution licensing		✓	✓
Ensure cross-platform integration is working as expected		✓	✓

	ENHANCED SUPPORT	MANAGED SERVICE ESSENTIALS	MANAGED SERVICE PLUS
<b>PERFORMANCE MONITORING</b>			
Threshold-based alerting – notification of performance degradations relating to hardware incidents			✓
Interpret monitoring system alerts/report/dashboards to identify and communicate tier isolation			✓
<b>PERFORMANCE ISOLATION</b>			
Interpret monitoring system alerts/report/dashboards to identify and communicate tier isolation			✓
Communicate relevant information to the appropriate stakeholders to assist in problem resolution			✓
Perform ‘commonalities analysis’ to determine what attributes contribute to a performance degradation			✓
Communicate ‘possible’ other causes and caveats to the appropriate stakeholders ensuring optimum outcomes at all times.			✓
<b>PERFORMANCE DIAGNOSTICS</b>			
Interpret monitoring system alerts/reports/dashboards to create root cause hypotheses			✓
Perform what-if analysis on application transformation projects			✓
Perform what-if analysis on network transformation projects			✓
<b>REPORTING</b>			
Individual application health			✓
Individual transaction health			✓
Special requests health reports			✓

## SERVICE OUTCOMES

- Get a single view of performance across the network and cloud, managed 24x7 by Teneo.
- Speed your ability to troubleshoot issues and only act when needed, so you can focus the rest of your time on more productive tasks.
- Utilize the intelligence we provide through regular reporting to collaborate more effectively across IT teams, breaking down a siloed approach to performance.
- Make better use of the Network Performance Monitoring features in the Visibility tools you already have.
- Measure and meet your network service delivery KPIs.
- Consolidate and right-size your Visibility toolset.
- Save on costs and improve operational efficiencies.
- Scale Visibility services up as required by business demands.
- Take proactive steps towards demonstrating the value of the network’s role in boosting user productivity, user experience and company performance.



## ABOUT TENEO

Teneo are the visibility experts, providing performance and security insights across your IT landscape. We remove complexity so you can clearly see where today's user experience won't deliver your desired business outcomes.

Our flexible services model gives you instant access to our talent and analytics platform. As your Managed Service Provider, we'll optimize your existing technology and build your IT strategy to drive innovation.

Since 2000, we've helped some of the world's largest companies see new possibilities. Join us. We won't let you down. Find out more at [www.teneo.net](http://www.teneo.net).

## NEXT STEPS

To get started with our Network Performance Monitoring services, contact us to schedule a discussion today at [info@teneo.net](mailto:info@teneo.net).

**UK**  
Teneo Ltd  
20/21 Theale Lakes  
Business Park  
Moulden Way, Sulhamstead  
RG7 4GB

T: +44 118 983 8600  
F: +44 118 983 8633

**France**  
Teneo France S.A.S.  
71, BD Mission Marchand  
92250 La Garenne  
Colombes  
Paris

T: +33 1 55 51 30 38

**USA**  
Teneo Inc.  
44330 Mercure Circle  
Suite 260  
Dulles  
VA 20166

T: +1 703 212 3220  
F: +1 703 996 1118

**Australia**  
Teneo Australia Pty Ltd  
Level 11, 64 York Street  
Sydney  
NSW 2000

T: +61 2 8038 5021  
F: +61 2 9012 0683