

CLIENT ACCELERATION

Improve remote and mobile worker productivity and satisfaction, streamline IT management overheads, and reduce support costs.

MAKING THE CASE

To work productively, modern, remote and mobile workforces need to be able to consume business applications from home offices, coffee shops, airports, customer sites, and local branch offices. Such an on-the-go way of working means that network connections are ever-changing and unpredictable. Unfortunately, this often greatly limits application performance for remote and mobile employees.

To solve this issue, optimization and acceleration techniques can be extended to remote and mobile clients, providing accelerated access to on-prem, IaaS, or SaaS-based applications. However, many IT teams are surprised to learn that, as with WAN Optimization, client acceleration must be managed daily to derive consistent benefits. Instead, they typically under-resource the upkeep of such solutions and are disappointed when they end up with subpar results.

Our Managed Client Acceleration service means you'll always know that the best experts have a constant eye on your solution and are continually tuning it on your behalf. Such a service allows you to improve solution outcomes, such as higher remote worker productivity and satisfaction, streamline IT management overheads, and reduce support costs.

SERVICE VALUE

AROUND THE CLOCK SUPPORT

Get 24x7 support for Client Acceleration and work with the same Teneo people, every time we're in contact.

EXPERIENCED ENGINEERS

Leverage the significant experience of our certified engineers to operate the most efficient and up to date environment.

EXPERT ADVICE

Get the best advice on how to improve client acceleration levels and collaborate to achieve the best application performance.

QUARTERLY REPORTING

Stay up to date with service metrics and outcomes, and receive our recommendations for improvements.

WHAT WE DO



STRATEGY

- Understand your current WAN Optimization, Client Acceleration and SaaS application environment.
- Understand the business outcomes you need to achieve.



DESIGN

- Define the right Client Acceleration specifications for your needs.
- Plan your service implementation.



TRANSITION

- Project manage your service installation & configuration.
- Set up our 24x7 proactive monitoring and reporting platform.



OPERATION

- Manage your Client Acceleration solution through our team of experts.
- Handle issues, manage and implement software updates.
- Provide reporting, notifications and recommendations.

SERVICE LEVELS

Our Client Acceleration Service allows you to pay as you grow, only using the licenses you need.

In addition to Strategy & Design and an Implementation Package, provided at a fixed cost to all new customers, our service is available in two levels.

Enhanced Support includes software updates, health checks, solution advice and monthly reviews.

Managed Service Premier delivers full Client Acceleration solution performance management, monitoring and advice, including license management, 24x7 monitoring of the Client Acceleration environment, software health checks following updates, alerts, and reporting.

Full service details are as follows:

	ENHANCED SUPPORT	MANAGED SERVICE PREMIER
Access to the Teneo Service Desk for Level 1 and Level 2 support	✓	✓
System health check	✓	✓
Vendor support management for enhancement requests	✓	✓
Updates regarding acceleration as they become available	✓	✓
Additional capability recommendations that could be developed to further improve the deployment	✓	✓
Monthly service call to review enhanced support features and discuss issues, should there be any	✓	✓
24x7 monitoring of the Client Acceleration solution		✓
Agent software health check following updates		✓
License management to ensure licenses are current, provide notice when expirations are nearing; plan for future growth		✓
Software updates to the Client Acceleration solution		✓
Configuration of package to support internal application acceleration and SaaS acceleration (requires customer-hosted acceleration appliances, or Teneo WAN Optimization and Teneo SaaS Acceleration)		✓
Solution health monitoring		✓
Solution licensing monitoring		✓
Client usage reporting		✓
Top / lowest users reporting		✓
Top applications reporting		✓
Global performance statistics reporting		✓

SERVICE OUTCOMES

- Accelerate application performance for the remote and mobile workforce.
- Improve user productivity and satisfaction.
- Easily scale licenses with a service that's ready to go in minutes.
- Pro-actively identify issues in near real-time, and take corrective action before users even notice or complain.
- Achieve fast and positive ROI from new application migrations.
- Apply the service to laptops, remote desktops or entire sites, and easily add new or additional applications as needed.
- Predict the monthly cost of all routine management work and save money in the long term.
- Free up management resource and time for other, higher priority things as Teneo takes Client Acceleration off your hands.

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.

NEXT STEPS

To get started with our Client Acceleration service, contact us to schedule a discussion today at info@teneo.net.

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