



## WFA: Visible

Get consistent, high quality insights into your end users' experience and make improvements where it matters most.



# Making the case

To create competitive advantage, most IT teams acknowledge they need to provide a better and more measurable end user experience. Yet when it comes to monitoring user adoption, and how applications and endpoint devices perform for employees, many find that their tools are only providing an approximate version of the truth – or none at all. This leaves visibility blind spots, which in turn slows the diagnosis and resolution of user-impacting issues, elevates costs, degrades user satisfaction, and lowers workforce productivity.

A more specialized approach to end user experience monitoring provides the critical resources needed to help teams see exactly what their end users see, no matter what type of application or endpoint device they're using. This allows service desk teams to take proactive action. It also helps to understand overall application and device usage so proactive steps can be taken to improve efficiencies, such as device or license re-allocations.

Teneo's WFA: Visible service allows you to gain the precise insights you need to monitor and manage end user experience, without the overhead of managing additional tools, or manipulating reports. Instead, we'll work alongside you to ensure you have the data you need so you can make fast improvements where it matters most: for your Work From Anywhere users and their endpoint devices.

## Our approach



### Strategy

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



### Design

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



### Transition

- Service installation & configuration.
- Initial installation and configuration of standard dashboards.
- Develop application signatures and activities.



### Operation

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

## Service level summary

WFA: Visible pricing is available for 1000+ users (Enterprise), 250-999 users (Corporate), and 100-249 users (Team). Features include:

✓	Visibility of O365, Office apps, Adobe, Notes and UC apps (Zoom, Skype); Device and system visibility
✓	Half day of knowledge transfer
✓	Access to 5 standard dashboards, plus choose up to 5 additional dashboards from the Teneo library
✓	Visibility of 1 custom application with 4 activities
✓	Monthly visibility insights meeting
✓	24x7 helpdesk; Monthly feature updates
✓	On demand and scheduled reports, summary incident report
✓	Dashboards for OS health, KPI summary, Office 365 performance
✓	Scores for user experience, device stability by type, application performance; IT Operations user/device search
✓	Incident alerts by email



# Service value

## Rapid Deployment

Utilizing our years of experience, we'll help you reduce End User Experience Monitoring time to value by building your strategy and executing it quickly.

## Full Service Management

We'll project-manage everything for you and make sure software is fully updated, maintained and available to you 24x7.

## Data Correlation

We'll help you to understand productivity & license utilization by correlating three vital streams of data: user productivity, application performance, and device health & performance.

## Dashboards & Reporting

You'll receive monthly reports, proactive notifications & actions in real-time, along with access to a portal dashboard so you can drill down into live issues yourself.

# Service outcomes

- Validate performance after network changes, new application migrations, operating system upgrades, or a shift to remote working.
- Identify slow servers, undersized workstations (CPU, RAM) and old software versions.
- Track workforce productivity levels to meet your digital transformation goals.
- Find out if the expensive software licenses you pay for monthly are actually being used.
- Pay as you grow, only using the service licenses you need, until you're ready to scale.
- Always benefit from the latest service software updates, features and functionality.
- Leverage Teneo's expertise to fully understand End User Experience Monitoring data, to help quickly resolve issues and get to the root cause of performance challenges.
- Improve your Service Desk SLAs and KPIs.
- Say goodbye to large CAPEX spends typical with high quality monitoring solutions. Instead, pay for End User Experience Monitoring features and management work as a predictable monthly recurring cost, saving you money, time and effort in the long term.
- Free your time up for other, higher priority things as Teneo takes management and reporting off your hands.

# Next steps

WFA: Visible is used by organizations of all sizes to track IT service usage and user experience over time, to continually improve performance while streamlining investments. To get started with WFA: Visible, contact us to schedule a meeting today at [info@teneo.net](mailto:info@teneo.net).

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