Visibility Tools Suitability Assessment

Benchmark current visibility capabilities and identify areas for improvement to close visibility gaps.

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OPENING MINDS

Making the case

The average number of network and application performance monitoring tools per company is over ten, yet less than half of them are actually being used. This is often because of workforce attrition, shifting priorities, a siloed approach, mergers and acquisitions, and the complexity of the tools themselves.

Unfortunately this leads to gaps in cover in some areas, and duplication in others. Problem resolution becomes more difficult and, over time, usage of the tools declines. And then someone suggests a new tool that will fix all problems and the cycle repeats! This proliferation of tools is expensive, inefficient and slows the business and IT team down.

Organizations that have broken this cycle use their existing tools to best effect and invest to fill real gaps, often as a service. Creating a holistic strategy that matches functional requirements and operational processes to business requirements is the key. Teneo's Visibility Tools Suitability Assessment does exactly that. It allows organizations to benchmark current capabilities and identify areas for improvement to close visibility gaps.

Our approach

Scope

- Project Management setup and toolkit
- Visibility requirements
- Tool identification
- Stakeholders
- Operational processes (dependent on service level)

Collection

- Discovery Workshop
- Department interviews
- Tool features & functions
- Hard costs
- Deployment topology
- Data collection methods
- Data presentation method
- Utilization of tools
- Tool usage processes

Assessment

- Define current state
- Review of tooling
- Quality of data collection
- Review of processes (dependent on service level)
- Define future state
- Analysis
- Utilization assessment
- Duplication assessment
- Level of standardization
- Cost assessment

Reporting

- Written report
- Management summary
- Analysis report
- Cost summary
- Rationalization options
- Standardization options
- Recommendations
- Roadmap
- Remote presentation
- Open Q&A session

Service value

Right-Size With Confidence

Focus on the functional capabilities of your NPM, APM, or entire visibility stack and analyze where you have gaps and overlaps.

Make Informed Decisions

Reach critical conclusions about making further investments in toolsets or training, or operations.

Improve Existing Tool Value

Receive recommendations to help you improve utilization of the toolsets and operational processes you require.

Optimize Monitoring

Determine the best way forward for ongoing configuration, operation and optimization of your existing toolsets.

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Service levels

Our Visibility Tools Suitability Assessment is available in the following levels. Key components of each of these service levels are outlined below.

- Network (NPM): Focus on the use of tools and the data they provide
- Application (APM): Focus on visibility into key business applications
- Visibility: Assessment for NPM, APM and DEM
- Operational: Review and assessment of in-house skills, soft costs, and processes

NETWORK (NPM)
15 modules across 5 NPM tools
Discovery workshop to identify functional NPM requirements across LAN, WAN & Cloud
Up to five follow up departmental interviews to clarify requirements
Current / desired future state gap analysis
Tool cost review
Summary review & recommended actions, including rationalization, standardization, and roadmap to desired state
Remote presentation of findings
Access to NPM specialists and SMEs throughout the engagement

APPLICATION (APM)
1 business application (covering APM, application-aware NPM and EUE tools)
Discovery workshop to identify functional APM & application-aware NPM requirements
Up to 5 follow up departmental interviews to clarify requirements
Current / desired future state gap analysis
Tool cost review
Summary review & recommended actions, including rationalization, standardization and roadmap to desired state
Remote presentation of findings
Access to APM specialists and SMEs throughout the engagement

VISIBILITY
Covering up to 15 modules across 5 NPM / EUD tools and 1 business application
Discovery workshop to identify functional visibility requirements
Up to 8 follow up department interviews to clarify requirements
Current / desired future state gap analysis
Tool cost review
Summary review & recommended actions, including rationalization, standardization and roadmap to desired state
Remote presentation of findings
Access to visibility specialists and SMEs throughout the engagement

OPERATIONAL
Review and assessment of the in-house skills, soft costs and processes to meet requirements. Covering alerting, incident management, problem management and resolution

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Service outcomes

Receive a report that arms you with the ability to make better future decisions about:

- Monitoring tool investment value.

- Streamlining operational performance.

- Reducing costs through asset rationalization.

- Standardizing on specific tools.

- Tool strategy and future roadmap.

- Reducing labor hours spent on maintenance.

- Reducing business risk from downtime and equipment failures.

Customer example

Global Manufacturing Firm

Teneo recently helped a global manufacturing firm to consolidate their Network Performance Monitoring toolset and optimize the end solution.

They had a large technology refresh approaching but were questioning the investment as they were suffering from limited staffing resources, with only a few engineers dedicated to its operation.

Feedback from their senior leadership was that the team needed more training and knowledge transfer. They were unsure if they should persist, and teach the team how to use the tools they already had, or instead consolidate and centralize them.

Teneo helped the firm to analyze their existing Network Performance Monitoring tools for feature overlap against the capabilities they required. Moving the focus from 12 tools to just 3, we were then able to recommend how the team could get the most value by targeting investment and increasing the use of underutilized capabilities from their existing monitoring tools.

This allowed them to drive efficiencies through a significantly reduced Network Performance Monitoring tool portfolio.

Next steps

Once we've understood your requirements, our team will provide you with a Service Agreement and price to proceed with the Visibility Tools Suitability Assessment.

To get started, contact us to schedule a Visibility Tools Suitability Assessment today at **www.teneo.net**.

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