FRUSTRATED?
WE HEAR YOU!

Empower your IT services team with meaningful data and insight allowing them to capture relevant information, address pain points and resolve issues before your business is impacted. Technology is intended to make our work faster, more cost effective, efficient, and to enable new business.

Have you wondered how costly system downtime is in terms of employee productivity?

Are you anxious about system failures preventing your business from meeting targets?

Is your IT department frustrated, reacting to system issues rather than preventing them?

IS THIS YOUR EXPERIENCE?

When assessing user productivity, business projections and project efficiency, IT is often not included yet it should be. Research shows improvement of power, speed and overall capability of IT systems results in increased end user productivity. Not only does IT system failure impact organisational efficiency, it also leaves your end users, IT department and potentially your customers frustrated with the experience resulting in decreased profitability for your company.

Insentra User Experience as a Service

UXaaS delivers deep insights into end user computing infrastructure components. Insentra are experts in deploying UXaaS to automatically monitor your environment ensuring you receive all the benefits listed above and more. We provide User Experience as a Service for Citrix and Microsoft environments.

HOW USER EXPERIENCE AS A SERVICE WILL
IMPROVE YOUR BUSINESS PERFORMANCE

Enter your very own virtual user.

Synthetic data is useful because it can help identify reoccurring pain points with SaaS or business applications that cut into your user productivity and efficiency. When coupled with real-user monitoring, synthetic transactions can also be used to identify the root cause of SaaS or business application issues.

Synthetic transactions work by simulating workloads with "virtual" users. These workloads or "transactions" allow IT to see the results of user behaviour without actual end-user involvement.

If you want to test if a business process is working as desired, IT can run custom transactions to ensure that critical processes are up and running before real end users start accessing them.

User Experience as a Service (UXaaS) is a Managed Service designed to enable your department to be proactive in solving system issues without increasing staff, skills or responsibilities, while also improving productivity and revenue.

UXaaS delivers deep insights into end user computing infrastructure components. UXaaS will:

CUT THE COST OF YOUR IT SYSTEMS
Stop paying more money for an inefficient environment. UXaaS automatically monitors your environment in real time, identifying problems before they become issues, meaning your systems will cost less to run.

REDUCE YOUR CRISIS MANAGEMENT
Knowing about problems before they become high priority issues means you can address them early and save your business from the typical reactive panic mode.

REDUCE WASTED RESOURCES
Lack of visibility into your end user experience results in higher unplanned costs. UXaaS delivers analytical data which we use to provide you

with recommendations that maximize resource utilisation and reduce the overall infrastructure footprint required to meet your end user expectations.

BE COMPLIANT
There's a lot of risk surrounding system compliance. UXaaS can give you visibility and reporting on asset management and license consumption.

INCREASE WORKPLACE PRODUCTIVITY
UXaaS provides tailored dashboards and reports specific to your role (CIO, IT Manager, Support Analyst, etc.), meaning you have more time for other things.

IMPROVE BUDGETING AND SPENDING
By understanding trends and having visibility, you can plan your expenditure, knowing exactly what you need to purchase and when it is needed. Eliminate the need to buy more than you need "just in case."

STAY WITHIN BUDGETS
Only pay for what you're using. UXaaS is charged based on a cost effective per user/month basis.

EMPOWER YOUR IT DEPARTMENT
By getting it right the first time with improved reliability, application performance and enhanced user experience.

SO YOUR SLA HAS BEEN MET
BUT IS YOUR BUSINESS ENVIRONMENT SATISFIED?

You need a shift from service level agreements to user experience agreements.

The User Experience as a Service (UXaaS) will provide a looking glass into the overall health of your environment along with the top issues contributing to your user experience score. Insentra will track this score throughout the month and as it details user productivity and outlines the impact to users expressed in productive time lost, we will react before an issue becomes business critical.

Three Service Levels apply, moving from a reporting only service, through an additional monitoring and reporting level, and finally a proactive engagement that includes user experience testing with a focus on User Experience Level Agreements (UXLA's).

UXAAS SERVICE LEVELS

UXAAS REPORTING	UXAAS MONITORING	UXAAS PROACTIVE
Automated Monthly Report	Monthly Report and Analysis review	Monthly Report and Analysis review up to 5 dashboards
Productivity Analysis	Productivity Analysis	Productivity Analysis
Capacity Analysis	Capacity Analysis	Capacity Analysis
Patching	Patching	Patching
Monitoring	Monitoring + Alerting	Monitoring + Alerting + Triage
		Load and Stress testing
		SLA Management
		End user experience testing

Key Performance Indicators are collaboratively designed to proactively alert Insentra when application and desktop launch times begin to climb, or a customised business process is approaching a time threshold that will impact the user productivity.