USER EXPERIENCE AS A SERVICE
PARTNER EDITION

You've delivered a new end user computing environment to your client. Initially it's bulletproof and running perfectly but down the track, issues start to arise while support requests are extremely reactive. Block hours are running low, problems are mounting up, clients are complaining about performance and usability and frustration becomes the norm. Finding time to be proactive and develop a mature support model can be a difficult task requiring lots of resources and dedication. By leveraging Insentra's services and experience you can focus on maintaining a strong client relationship while enabling your clients to meet their agreed technology objectives and address business concerns.

User Experience as a Service (UXaaS) is a Managed Service that combines technology, business and sophisticated analysis. UXaaS is designed to enable proactive solving of system issues without you or your client having to increase staff, skills or responsibilities while improving productivity and revenue. UXaaS delivers deep insights into all end user computing infrastructure and end-point components.

insentra

USER EXPERIENCE AS A SERVICE

WHAT IS IN IT FOR YOU?

BECOME A STRATEGIC ADVISOR
Enhance your client's services and their confidence by accurately forecasting their service level needs. Thorough forecasting will ensure your client's business goals and objectives are met without hampering service levels whilst removing the need for unplanned budget expenditure.

GENERATE RECURRING REVENUE
Whether you currently have a Managed Service offering or not, UXaaS will give you access to a recurring revenue stream which will unlock additional opportunities. This service will help you build out your Managed Service capabilities with minimal effort by leveraging our established framework and process.

INCREASE REVENUE & OPPORTUNITIES
UXaaS identifies issues and risks using deep insights and analytics. This data backed knowledge and carefully considered recommendations will give you the opportunity to increase revenue via professional services or additional solutions.

CAPACITY PLANNING
All too often infrastructure requirements are estimated leaving room for sizing errors. Accurately and confidently provide requirements using UXaaS for new implementations, scoping exercises and migrations ensuring your client is getting the most efficient infrastructure while negating poor estimations.

STRENGTHEN CLIENT RELATIONSHIPS
Positive outcomes start with positive meetings. UXaaS will generate accurate and insightful data which you can report back to your client on a regular basis, strengthening your relationship and opening up potential projects and service offerings.

UXaaS is a highly customizable offering with three levels of service; reporting, monitoring and proactive management. In addition to a tailored service, our pre-sales and demonstration phase is customizable too.

DEMONSTRATIONS
Before presenting to a potential client, we work closely with you on the format and delivery of the demo. This allows us to target key areas of interest and demonstrate how we can utilize the service to tackle their pain points whilst aligning to their needs and objectives.

USER EXPERIENCE AS A SERVICE

WHAT IS IN IT FOR YOUR CLIENTS?

CUT THE COST OF IT SYSTEMS
UXaaS automatically monitors the environment in real time, identifying problems before they become issues, meaning systems will cost less to run.

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

REDUCE YOUR CRISIS MANAGEMENT
Knowing about problems before they become high priority issues means they can be addressed early and save the typical reactive panic mode.

REDUCE WASTED RESOURCES
UXaaS provides analytical data we use to provide you recommendations that maximize resource utilization and reduces the overall infrastructure footprint required to meet your end user expectations.

ENHANCED COMPLIANCE
UXaaS provides visibility and reporting on asset management and license consumption.

INCREASED VISIBILITY
UXaaS's tailored dashboards and reports specific to role (CIO, IT Manager, Support Analyst, etc).
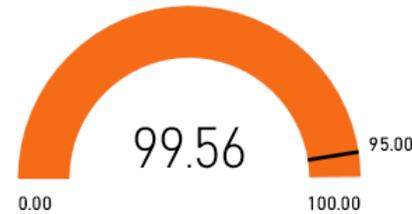
IMPROVED BUDGETING AND SPENDING
By understanding trends and having visibility, expenditure can be planned, eliminating the need to buy more "just in case".
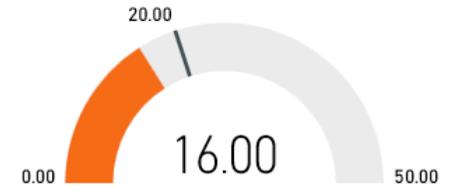
STAY WITHIN BUDGETS
Only pay for what you're using. UXaaS is charged based on a cost effective per user/month basis.

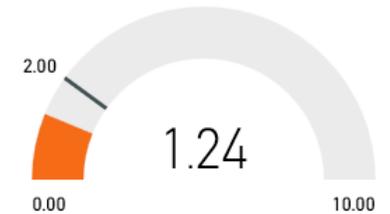Average Environment Health Sco...

99.56   95.00
0.00   100.00

Desktop First Load Time (Sec)

20.00
16.00
0.00   50.00

Average User Service Quality Sco...

89.79   95.00
0.00   100.00

Outlook Average Load Time (Sec)

2.00
1.24
0.00   10.00

Average User Service Quality Sco...

89.79   95.00
0.00   100.00

Word Average Load Time (Sec)

1.50
1.45
0.00   10.00
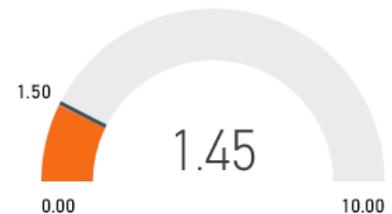
HOW TO FIND AN OPPORTUNITY

Identifying opportunities isn't always an easy task. Issues and underlying problems may not be obvious but ask the simple questions which your client may have difficulty answering, such as:

Do you have a way to measure and report to the business on user experience?	**Can you report on your user productivity – what indeed are all those users doing all day?**	**Can you accurately report back to the business the positive effects of investments in IT?**
Can you accurately report on downtime and business impact?	**Can you proactively anticipate and rectify issues before your users know about them?**	**Do you have enough infrastructure and capacity to meet the up and coming business changes?**

These questions are relatively straightforward but at best, the answers are usually estimates and at worst, they are unknown. UXaaS will not only unlock the answers to these questions, it will provide the intelligence needed to address them and prepare for the future.

CALL US NOW TO BOOK YOUR DEMO AND DISCUSS THE POSSIBILITIES

ABOUT US

Insentra is a collaborative IT Services partner delivering a range of specialized Professional and Managed Services transacting exclusively through the IT channel.

We focus on attaining knowledge and skills in solutions which will best empower the channel. Our partner-centric business model provides our partners and their clients with access to industry expertise and accountable outcomes.

Our people make great things happen. They are talented, innovative and driven by a relentless determination to deliver exceptional service to our clients. The combined individual skills, experiences and perspectives in our team enable us to achieve powerful results for our partners and their clients.

WE DARE TO BE DIFFERENT

Our dedication to you is based on our vision to be the number one channel services company on the planet. We do this by being the best version of ourselves, creating an outstanding environment for our team, loving the work we do and amazing each other, our partners and their clients in every way.

WE ARE AND ALWAYS WILL BE
#PARTNEROBSESSED