

Highlight's Cloud Service

Cloud based network monitoring and reporting



Enables Sales, Service Managers and Operations Managers to share a view of managed services, with their customers, through a single pane of glass



Provides accurate, impartial evidence of applications and network service performance across all customer sites



Creates trusted advisor relationships between service providers and their customers

Imagine if you could...

- Deliver real-time information on your WAN, LAN, WiFi and application performance from a single interface
- Collaboratively manage network and application performance with your customers
- Pro-actively advise on necessary upgrades for WAN / Internet capacity and performance
- Boost user experience, improve provider-to-corporate operational collaboration and excellence
- Reduce costs on expensive internal or on-premise solutions with our monthly pay-as-you-go model



With Highlight Cloud you can achieve this and more

A new way of collaborating

Highlight Cloud is a fully configurable, performance monitoring and measuring service designed to benefit sales, service management, operations and customers' experience. Enabling real-time management of the providers and customers' applications and network performance conditions.

Anyone can learn to use this powerful Software as a Service to drive improvements in fault handling and resolution speed. Knowing when and where infrastructure needs upgrading and having the evidence to support the capacity planning decisions is a game changer in a true collaborative partnership, leading to operational excellence that enable issues to be treated before becoming critical.

Delivering Business Performance Management



Heat Tiles

The visual essence of Highlight which show a clear, real-time status of both network and applications services at all locations



Alerts

Immediate emails to notify users of critical issues with network or applications services



Reports

Service assurance data on demand through dynamic and simple reports



Application Visibility

Understand how vital applications are performing and monitor the use of Shadow IT



Performance Tests

Credible evidence of network performance for assurances that everything is running as it should be



WiFi Monitoring

Insight into how WiFi networks are performing to meet quality of experience demands for Access Points

Whether you are a service provider or a corporate enterprise, Highlight Cloud brings you into a stronger collaborative relationship. Provider's first, second and third level support professionals have a greater ability

to support and achieve operational excellence for their customers. Customers have service transparency that brings the ability to intuitively identify and potentially correct problems before they arise with their providers.

Highlight Cloud in summary

- Offers a graphical data insight on services enabling providers and customers to see what's happening in near real time.
- Pro-actively ensures IT network and application service performance
- Evidence to justify upgrades to networks supporting applications and unified communications
- Enables efficient management, leading to reductions in issue resolution times
- Gives greater control over day-to-day operations and more time for strategic planning