

Highlight's Engage Service

Our professional service offering

Delivering bespoke customer engagements

- Highlight Engage is an ad-hoc service to deliver the very best Highlight setup for your customers
- We will engage on your behalf with your customer to ensure everything is configured correctly and understand their key applications that they rely on
- Our technical team will build a custom dashboard in Highlight, with all relevant alerting and reporting
- The customer specific dashboard will underpin the best possible engagement between your Service Management team and Customer

Imagine if you could...

- Deliver a bespoke service to your customers without the need for an expensive Professional Services team
- Only pay for the expertise to setup your customer, then your Service Management team takes over
- Give your customers 'their' view of the managed network, focusing on their critical applications and locations
- Boost user experience by improving Provider to Customer operational collaboration and excellence
- Increase customer retention by becoming your customer's trusted advisor

With Highlight's Engage service you have all this when the Highlight team provide technical and professional expertise

How can Highlight Engage enable you?

Our Engage service extends Highlight Cloud by providing professional expertise to your Account team for your customer. Highlight's Technical Account and Service Management will engage with your customer to:

- Understand their needs
- Assess the current Highlight setup
- Resolve any issues
- Activate the agreed features

- Optimise the setup to deliver a fully customer-focused Highlight service to you, for your customer

Highlight Engage is designed for resale as a professional service, without productisation, on a contract-by-contract basis. A short-term engagement according to the number of days agreed during the pre-consultation stages.

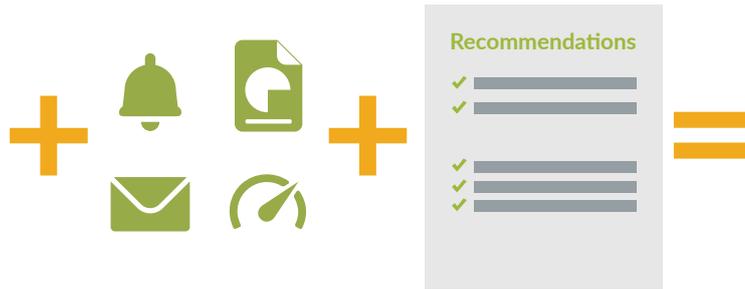
Engagement from Highlight's Technical Account Management and Service Management:

- Engage with your customer to fully understand what they use your managed network for and what the critical applications their business relies upon are
- Ensure that the current Highlight setup is accurate, that all features are fully working and the user access is correct
- Build the relevant Performance Tests and Service Tiles for each of your customer's critical applications to create a custom focused dashboard they can rely upon
- Alert thresholds will be reviewed and adjusted to provide the right level of advanced warning of unacceptable performance conditions
- Customer specific reporting on their critical applications will be created
- Hand over the fully documented custom engagement to your Service Management team so they can continue to deliver excellent service to your customer. This would conclude our engagement but ad-hoc 'check-ups' are available to keep Highlight up to date

A new way of collaborating

Highlight is a fully configurable, comprehensive performance monitoring and measuring service designed to benefit Sales, Service Management, Operations and corporate enterprise customers. Enabling the MSP and their customers to see and manage network and application performance conditions in real-time.

Anyone can learn to use this powerful Cloud portal that will help drive improvements in fault handling, resolution speeds and knowing when and where infrastructure needs upgrading. Having the evidence to support the capacity planning decisions is a game changer in true collaborative partnership, leading to operational excellence that enable issues to be treated before becoming critical.



Highlight's Engage Service in summary

- Provide Highlight expertise for resale without productisation and a demand on internal resources
- Detailed insights of customer networks ensuring correct set up, features usage and analysis
- Delivering a completely customer-centric view, thereby increasing NPS and customer retention
- Enabling MSPs to achieve greater control over day-to-day operations and more time for strategic planning