

END USER EXPERIENCE MONITORING (Aternity)  
**UKCloud Hosted (Elevated OFFICIAL)**

G-Cloud 11

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# END USER EXPERIENCE MONITORING

## WHAT IS IT?

End User Experience Monitoring provides you with visibility of all your enterprise applications in your business, whether they run on a physical, virtual or mobile device. Net Consulting's End User Experience Monitoring Service allows you to rapidly diagnose and resolve your end user issues and boost productivity within your ever technology-reliant workforce. Our End User Experience Monitoring Service is hosted on a VMware-based public cloud, specifically designed for the UK Public Sector. Our cloud hosted service is compliant with GDPR and suitable for Elevated OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Net Consulting's End User Experience Monitoring Service is scalable on-demand, providing flexibility in an evolving technology driven workplace.

## WHY DO YOU NEED IT?

An end-user's digital experience has become an integral part of how your business runs on a day to day basis, whether it's accessing their emails on the move, or writing a proposal in the office. If your IT monitoring tools indicate that everything is working as expected, but staff feedback suggests otherwise, then it is likely you have a 'visibility gap' between your domain-specific monitoring tools and users' real-time experience. Net Consulting's End User Experience Monitoring Service in the Elevated OFFICIAL domain closes this visibility gap with accurate, real-time information about how your staff experience and interact with their devices, applications and network. Ultimately if the tools your staff are using are not performing as expected then it is likely that your staff aren't performing as expected either.

- IT change validation relating to application performance and stability
- Prove success of Windows upgrade, Office 365 and datacentre migration
- Evidence to support optimal hardware upgrade business cases
- Prioritise application troubleshooting based on end-user perspective measurements
- Software compliance and end-user device build validation
- Reduce maintenance costs by identifying unused or over-licensed software
- Identify non-compliant software usage (shadow IT)
- End-user asset and software auditing to support ISO/GDPR
- Facilitate ongoing Business Analysis to support IT investment decisions
- Proactively manage distributed end-device performance with fewer IT support staff
- Scalable and resilient cloud platform that supports growth
- Access to professional and/or managed services

## KEY FEATURES



- End-user experience monitoring taken from end-user perspective
- Measurement of user click-to-response business transaction performance
- Measurement of end-user device resource consumption and stability
- Auditing of installed software and usage time
- Before and After change comparison
- Customisable dashboarding and reporting
- Application SLA monitoring
- Secure private cloud platform operating at Elevated OFFICIAL
- Cloud platform, UK based, operated by SC/NPPV cleared personnel
- Self-Service and Managed Service options available

## WHY NCL?



- All our consultants are Security Cleared as a minimum
- We're ISO 27001 and ISO 9001 certified
- We have extensive experience working in both public and private sectors, and a long history of working within Defence
- We have been awarded a Certificate of Commendation by the Ministry of Defence's Chief Digital and Information Officer in 2016
- We operate on the G Cloud, Technology Services, Digital Outcomes and Specialists and FATS frameworks
- We have partnerships with some of the world's leading technology brands

## SERVICE CHARACTERISTICS



Lot	Cloud Software
Applicability	Medium - Large Organisation
Contract Duration	Flexible
Contract Price	See Pricing Section
Lead Time to Start	Up to 1 Month

## PRICING



- 1 License = 1 End-User Experience Monitoring (Aternity) License + Hosting, per month
- The number of End-User Experience Monitoring (Aternity) License units to purchase can be calculated [here](#)
- Pricing is based on a minimum of 1,000 licenses with a 12-month minimum subscription (varying payment terms available)
- Pricing excludes Professional Services and/or Managed Service; however, this can be incorporated into a fixed price for the engagement
- Professional Services pricing is per consultant, per day and based on Net Consulting's SFIA Rate Card
- All pricing excludes VAT



## CONTACT US

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