

Frustrated? We hear you!

Predictive Insights and Analytics

The phones are ringing off the hook, users are telling you their systems are down and your team is fighting chaos... You've tested the systems over and over so why's it not working? You take a deep breath and start troubleshooting the problem from one end to another. This is frustrating, time consuming, and requires focus and communication not easily attained in this situation.

You're frustrated by employees complaining about slow systems but don't know, specifically, where the problem lies. You can only react to problems rather than prevent them and you find your list of 'need to fix' is only getting longer. What are you supposed to do?

A good environment isn't entirely dependent on an upgraded system. Issues on the back end have a cascading effect on user experience and productivity. Visibility and system insight is very rarely considered when assessing effectiveness of your systems. Research shows improvement in power, speed and capabilities of IT systems results in increased end user productivity. Working more than necessary to find work arounds for customer and employee frustrations and still coming up empty handed is a common, and now unnecessary, experience among IT Pros.

Getting the right managed service not only takes pressure off your shoulders but gives you complete visibility and meaningful data. You can have the insight you need to be proactive rather than reactive; highlighting issues, pain points and potential risks before you, your users and customers are affected.

How Predictive Insights and Analytics reduces your workload:

Predictive Insight and Analytics (PIA) 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. PIA delivers deep insights into all end user computing infrastructure components, such as:

Increase efficiency and reduce costs associated with slow productivity - Inefficient environments mean longer load times, bigger chunks of your budget and more time and effort. PIA automatically monitors all aspects of your environment in real time (right through to the desktop/virtual instance) providing meaningful data to identify the root cause and reduce time taken to resolve problems.

Minimise future risks and issues - Using Root Cause Analysis, PIA identifies problems before they become high priority issues leading to unplanned downtime and multiple error messages.

Meet compliance and security requirements - By monitoring such things as assets, patch states, password states and changes made within the environment, PIA provides an understanding of the risks and current state of the environment.

Ensure successful resource allocation - Lack of visibility into end user experience and systems results in longer troubleshooting and therefore higher costs. PIA provides you with metrics you need to successfully allocate resources both machine and human resources.

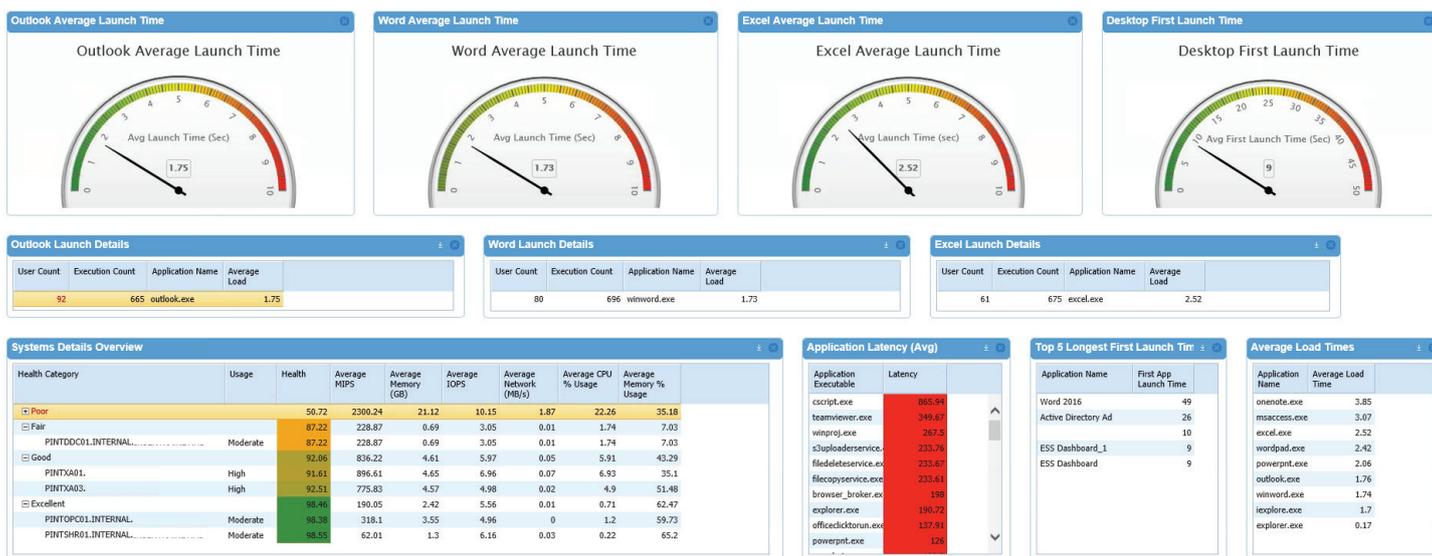
Eliminate data overload - Stop worrying about reports your bosses don't understand. Get metrics that matter to you and them. PIA provides tailored dashboards and reports specific to your role (CIO, IT Manager, Support Analyst etc) meaning you have more time for other things.

Predict and prevent - PIA gives you predictability to design an environment that provides your users the same great experience every day.

Save you money - Only pay for what you're using. PIA is charged based on a cost effective per user/month basis.

Empower your IT team by getting it right the first time with improved reliability, application performance and an enhanced user experience.

We provide Enhanced Support Services for Citrix, Microsoft, Symantec, VMware and Veritas services and environments.



See what the industry is saying about PIA
Call us to book your demo today!