



EUX
Microsoft 365
Analytics & Reporting

Deliver Microsoft 365 USER EXPERIENCE

Most enterprises are considering moving their “Office productivity tools” to the cloud, using Microsoft 365. To obtain the expected benefits, including maximized ROI and optimal adoption, it is very important to deploy them successfully and to ensure their performances.

Microsoft Office 365 deployment fundamentally changes the network architecture and traffic patterns.

Microsoft Office applications, ERP (SAP, Oracle...), workflows and document management (SharePoint), CRM (Salesforce, MS Dynamics...), as well as Unified Communications (Cisco HCS, TEAMS...), must all perform perfectly with the expected level of performance and end-user experience.

Not being able to manage Microsoft Office 365 increasing complexity could result in thousands of in lost productivity, unexpected overrunning costs, additional project delays and unsatisfied end-users.

Furthermore, it could be harmful to the IT department’s reputation

**DATA
DRIVEN.
USER
FOCUSSED.**



<i>Change the game; be seen to deliver.</i>
<i>Be data driven and user focused</i>
<i>Fully Integrated, Rapid MttV, Low resource - high value</i>
<i>Soft and Hard Outcomes - End to End analytics that create Value</i>
<i>Focus where the user demands - on digital service quality</i>
<i>Proactive, Usability and Accountability Focused</i>
<i>No other platform offers such flexibility and scale with the same technical capability</i>
<i>Used by: 1000's of customers- join the list and share in the outcomes</i>

OUR AIM IS TO CHANGE THE GAME

By using EUX, you can control the end user experience of Microsoft Office 365 and other business applications and their performance, whether hosted in your a private cloud, Hybrid or the public cloud.

With EUX you can:

- Shorten and de-risk your Microsoft Office 365 deployment
- Guarantee your business continuity;

Continuously analyse Microsoft 365 performance

EUX gives you all the solutions you need to guarantee Microsoft Office 365 and other business applications performances over your network:



Identify all applications on both clouds, their usage, performances and impact on the other business applications;



Protect business critical applications (SF.com, ERP, CRM) from other Internet chatty, bandwidth hungry applications over the private and public clouds;



You have simple KPIs to manage application SLAs and ease communications with business managers;



Differentiate all applications inside Microsoft Office 365: Exchange, SharePoint, SkyDrive, Lync, Portal, etc. Which is mandatory to be able to apply with differentiated performance objectives;



Dynamically and cost efficiently use all available network resources to avoid unnecessary bandwidth upgrades.



You manage application performance and 'shadow IT' to ensure business critical applications will not be impacted by non-centrally approved applications



Microsoft 365

We analyse...
YOU deliver!

- Keep control of your applications and deliver to the users
- Minimize the amount of resources required
- Increase cost savings by managing licenses and adoption

Reduce and De-Risk Microsoft 365 deployment

The actual impact of Microsoft Office 365 on the network and other applications performance is rather impossible to forecast.

EUX has been designed to cope with such unpredictable traffic usage and application mix. Self-adaptive, EUX understands the traffic and automatically reorganizes itself to provide the right performance before users can even see they might have a problem.

As a result, you don't have to bother with complex engineering rules. You don't have to statically allocate bandwidth to each application needs and don't need to update these policies during migration. As a result, you can safely transition from an on-premise Microsoft implementation to the cloud-based Microsoft Office 365.

Dissociating application performance from network configurations allows your Microsoft Office 365 project to require less resources and configuration changes. Reducing the delay and effort of multiple "try and correct" cycles, **EUX typically shortens Microsoft Office 365 deployment in a large environment by more than 3 months**

CHANGE THE PARADIGM

FOCUS ON DIGITAL SERVICE QUALITY WITH ACTIONABLE INSIGHTS

Business continuity is typically addressed by providing more than one access to the application from the branch where users sit.

EUX guarantees business applications (including Microsoft Office 365) performances:

Using EUX, our customers have addressed all these concerns, with tangible benefits, by being able to:

- Ensure rapid Office 365 adoption;
- Decrease the number of incident calls by 50%;
- Reduce Office 365 deployment time by 3 months;
- Manage Office 365 licenses and costs

PROACTIVE, USABILITY AND ACCOUNTABILITY FOCUSED



REAL-TIME METRICS

Business is real-time – so is Hortium. A combination of monitored elements summarised as key business metrics



SERVICE ADOPTION

Complete visibility of hybrid service adoption, performance and quality



MULTI LEVEL DATA

Analytics intuitively show both data at all levels - networks, application and cloud services



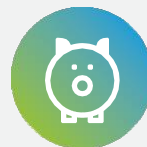
TRAFFIC LIGHT STATUS

Service Issues drives a change in colour indicating the state of issues. Up/down chevrons indicate the trend



STRIP CHARTS

High-level summary of network and apps discussions between MSPs and their customers at the right level



ACCESS LEVELS

Helpdesk teams have deeper technical detail to reduce mean time to repair (MTR) for improved customer trust



INSTANT ALERTING

Easy to set up, immediate alert emails are sent to notify all Stakeholders of problems



SCHEDULED REPORTING

Scheduled reports for Managers showing all issues for the previous period from RCA to cost and



Data Driven. People Focused.

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