

# 4-Step Approach to End User Experience Monitoring

Finding the root cause of IT issues without high-quality, measurable insights can be all-encompassing. But, without expert guidance and support, implementing the tools needed to gain these insights can also be incredibly time-consuming and risky.

With Teneo's Managed DEX, we'll guide you through our finely-tuned 4-step approach, empowering you to quickly and confidently make improvements where it matters most.



## Our Approach



### Strategy

- Hold a strategy workshop with all main stakeholders.
- Understand your desired outcomes & KPIs.



### Design

- Design our service & implementation package.
- Prepare our service handbook.



### Transition

- Service installation & configuration.
- Initial installation & configuration of standard dashboards.
- Develop application signatures & activities.



### Operation

- Access to 24x7 helpdesk with on-demand and scheduled reports.
- Monthly reporting & service improvement.
- Assistance with KPI measurement & business case justification.