



Managed DEX

Get consistent, high quality insights into your end users' experience and make improvements where it matters most.



Making the case

To create competitive advantage, most IT teams acknowledge they need to provide a better and more measurable end user experience. Yet when it comes to monitoring user adoption, and how applications and endpoint devices perform for employees, many find that their tools are only providing an approximate version of the truth – or none at all. This leaves visibility blind spots, which in turn slows the diagnosis and resolution of user-impacting issues, elevates costs, degrades user satisfaction, and lowers workforce productivity.

A more specialized approach to end user experience monitoring provides the critical resources needed to help teams see exactly what their end users see, no matter what type of application or endpoint device they're using. This allows service desk teams to take proactive action. It also helps to understand overall application and device usage so proactive steps can be taken to improve efficiencies, such as device or license re-allocations.

Teneo's Managed DEX service allows you to gain the precise insights you need to monitor and manage end user experience, without the overhead of managing additional tools, or manipulating reports. Instead, we'll work alongside you to ensure you have the data you need so you can make fast improvements where it matters most: for your users and their endpoint devices.

Managed DEX forms part of [StreamlineX](#), Teneo's innovative framework which enables IT teams to provide secure, optimized, and observable connections between users and applications.

Our approach



Strategy

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



Design

- Design our service and implementation package.
- Prepare our detailed SOW.



Transition

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



Operation

- 24x7x365 proactive management.
- Monthly reporting & service improvement.
- Assistance with KPI measurement & business case

Service level summary

Managed DEX pricing is available for companies with over 100 users.

- ✓ Visibility of O365, Office apps, Adobe, Notes and UC apps (Zoom, Skype); Device and system visibility
- ✓ Half day of knowledge transfer
- ✓ Inclusion of up to 5 Teneo library dashboards; Visibility of 1 custom application with 4 activities
- ✓ Monthly visibility insights meeting
- ✓ 24x7 helpdesk; Monthly feature updates
- ✓ On demand and scheduled reports, summary incident report
- ✓ Dashboards for OS health, KPI summary, Office 365 performance
- ✓ Scores for user experience, device stability by type, application performance; IT Operations user/device search
- ✓ Incident alerts by email

Service value

Rapid Deployment

Gain valuable training time with a knowledge handover from our experts.

Full Service Management

See fast time-to-value as a result of utilizing our streamlined onboarding process.

Data Correlation

Receive only meaningful updates, get our remediation recommendations, and access detailed reporting to address compliance, display trends, and track activity.

Dashboards & Reporting

Access our visibility subject matter experts 24x7 and supplement your team's own skills and experience.

Service outcomes

- Validate performance after network changes, new application migrations, operating system upgrades, or a shift to remote working.
- Identify slow servers, undersized workstations (CPU, RAM) and old software versions.
- Track workforce productivity levels to meet your digital transformation goals.
- Find out if the expensive software licenses you pay for monthly are actually being used.
- Pay as you grow, only using the service licenses you need, until you're ready to scale.
- Improve your Service Desk SLAs and KPIs.
- Always benefit from the latest service software updates, features and functionality. Leverage Teneo's expertise to fully understand End User Experience Monitoring data, to help quickly resolve issues and get to the root cause of performance challenges.
- Say goodbye to large CAPEX spends typical with high quality monitoring solutions. Instead, pay for End User Experience Monitoring features and management work as a predictable monthly recurring cost, saving you money, time and effort in the long term.
- Free your time up for other, higher priority things as Teneo takes management and reporting off your hands.

StreamlineX

Managed DEX is part of StreamlineX, Teneo's innovative framework combining market-leading technologies that empowers Network and Security teams to embrace digital innovation and navigate the challenges of modern connectivity. Managed DEX, End User Experience Monitoring, is the start of the journey towards complete observability and underpins the StreamlineX framework.

Find out more about **StreamlineX**.

Next steps

Managed DEX is used by organizations of all sizes to track IT service usage and user experience over time, to continually improve performance while streamlining investments. To get started with Managed DEX, contact us to schedule a meeting today at info@teneo.net.



Purpose Beyond Profit

In working with Teneo, you are helping to improve the lives of a million children around the world. [Learn more](#)

About Teneo

Most Network and Security teams are overworked so making progress is a challenge. We securely connect users to their applications by combining leading technology with expert guidance. You stay in control, simplify your operations and keep ahead of the game.

Find out more at www.teneo.net.

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