

# ENTERPRISE HEALTH CHECK.

Making Business Continuity Visible

CONNECT EXISTING  
SYSTEMS & DATA SOURCES

GET A UNIFIED  
VIEW OF BUSINESS &  
IT PERFORMANCE

TRACK YOUR BUSINESS  
CONTINUITY SCORE



# THE CHALLENGE.

The pandemic exposed many organisations' business continuity plans as tick-box exercises, and that can't be allowed to happen again. While most organisations have now found a way to function within the 'new normal', there are inevitably compromises being made and many questions yet to be answered.

How have your business KPIs been impacted - and how do they continue to be impacted - by the pandemic? Is your reputation suffering because you don't have full visibility when it comes to employee productivity or IT service availability and how they affect customer experience? How do the figures for this quarter stack up against this time last year, or against your projections?

It isn't a secret that technical and operational changes were made rapidly to deal with the immediate effects of the global pandemic. The business case for making dynamic infrastructure changes has become clearer than ever before. However, monitoring technology is yet to catch up in many cases.

Full visibility, both of end-to-end network and application performance and of traffic across much more distributed infrastructure, is a clear priority, and there are tools out there that can fill any gaps you may have. The real challenge is to combine IT service monitoring with workforce productivity data and financial performance data, in such a way that cause and effect become much easier to track.

As a business leader, you can only plan effectively for the future with a clear picture of the state of affairs right now. But how do you monitor the overall health of your enterprise?



# THE SOLUTION.

## MONITOR ENTERPRISE HEALTH BY CONNECTING AND VISUALISING BUSINESS-CRITICAL DATA.

To build an effective business continuity strategy and make sure that strategy works when it needs to, you first have to ensure business continuity is measurable. This will more than likely include metrics that are not typically visualised by your IT monitoring dashboards, but which are central to monitoring business performance: from productivity and engagement, to fulfilment and financial outcomes.

## AGGREGATE IT, PRODUCTIVITY AND FINANCIAL KPIS TO GET YOUR BUSINESS CONTINUITY SCORE.

Our Business Continuity Dashboards link multiple data types from multiple trusted sources to provide an overview of your key business metrics, so that you have remote visibility of performance against your SLAs in every aspect of operations.

Bespoke dashboards highlight issues with end-user experience and give your technical team the insight they need to start root cause analysis, enabling swift remediation. When a crisis hits you can carry on as close to normal as possible, but you'll also be able to tell at a glance what 'normal' is.

## MORE THAN IT MONITORING

Our background is in IT monitoring, but we are a business like any other and recognise that your KPIs extend beyond network and application performance and availability.

The challenges your organisation is facing and the way that you measure success will influence the data you want to connect and visualise in your Business Continuity Dashboard. There are three key questions we suggest as a starting point:

- How well is IT delivering key services?
- How well are people working in these circumstances?
- How are those factors combined influencing key financial indicators, considering where you should be and where you are?





# THE SOLUTION.

## DEVELOPING YOUR BUSINESS CONTINUITY DASHBOARDS

From top-level insight for senior leadership to initial root cause analysis for IT managers.

To be sure you'll get the most from your investment, we take a consultative approach. We'll ask you to tell us what you need from your dashboards, design around your workflows and processes, and consider your sector-specific requirements.

The commercial commitment from your side includes an initial set-up fee and an annual subscription.

Data sources you might want to include range from:

### IT service availability and performance

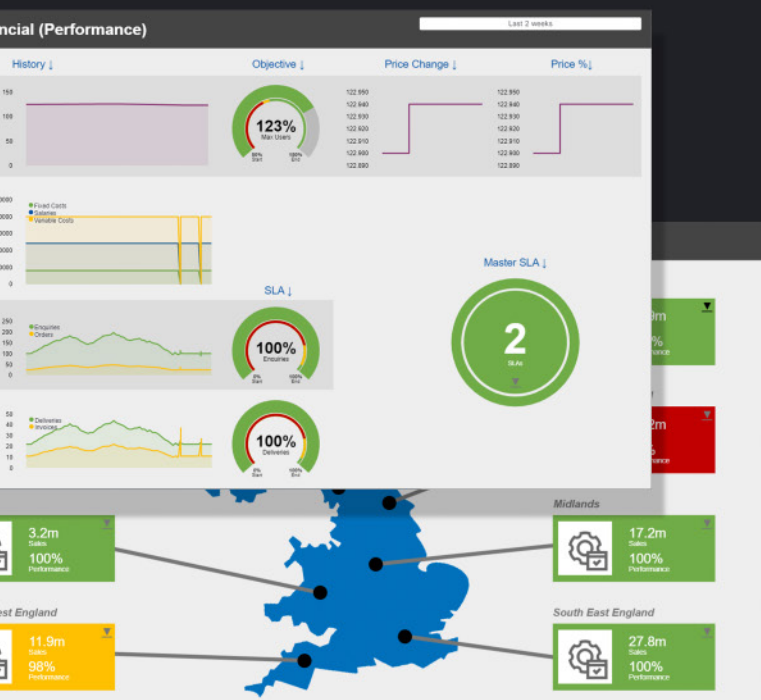
- VPN data on concurrent connections and errors.
- Availability of key application services from outside the network.
- Availability of key application services from inside the network.
- Performance of collaboration software such as Microsoft Teams.
- Mobile network and other third-party system status reports.

### Productivity

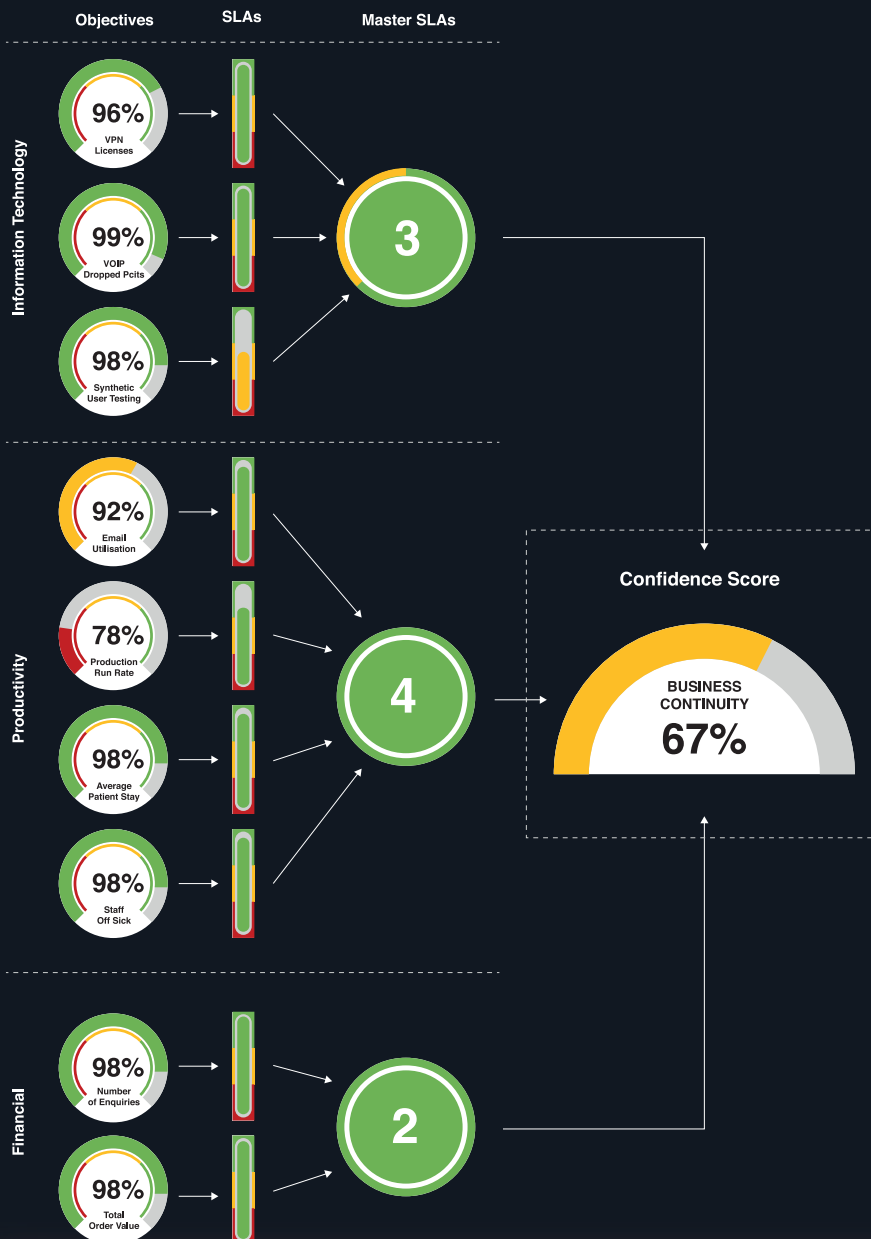
- Phone systems: Call stats against KPIs of outgoing calls, or number of incoming calls against expected levels.
- HR software: Tracking workforce availability, absentee rates and so on.
- Other indicators such as emails sent, presence online etc.

### Financials (role-based access)

- Finance systems e.g. accountancy package/ financial reporting system.
- Online ordering systems.
- Score against usual expected business, and against a lower level of tolerance (perhaps business cost plus x%).
- Revenue from system against system availability and performance.
- Relevant market feeds.



# DEVELOPING YOUR BUSINESS CONTINUITY DASHBOARDS



## Key benefits

- Deploy rapidly after initial consultation.
- Minimum impact on your IT, HR and financial teams.
- Advice on plugging IT service visibility gaps along the way.
- Bespoke build includes the data feeds that are most important to you.
- Built in security features including role-based access to sensitive data.
- Customisable design to match your brand identity.
- Ongoing support to plug in new data types.

## ARRANGE A DEMO

Visit our demo lab to see examples of our customisable dashboards in action. Register today to arrange your live demo, visit: [www.kedronuk.com/business-continuity](http://www.kedronuk.com/business-continuity)

# WHO ARE KEDRONUK?

We connect your critical data to show you what's really going on.

Some of the largest enterprises in the UK trust us to advise on monitoring for IT operations, security operations and IT service management. We provide data integration and visualisation across these areas and more, helping organisations to reap the rewards of clear, accessible data insight.

**Call us today on 01782 752 369 or email [sales@kedronuk.com](mailto:sales@kedronuk.com)**

Our clients include:

