



ENSURING REMOTE BUSINESS CONTINUITIY

Optimise, monitor and managing
Remote User Experience

BENEFITS

- Ensure Business Continuity for Remote Workers
- Improved End User Experience
- Optimised costs
- Improved scalability, performance and availability
- Testing of the User-Experience with Deep Testing
- Testing and Safeguarding performance & availability
- Validation of the impact of changes with pre-emptive testing.

ABOUT INTELLIGERE

With more than two decades of experience, Intelligere is a trusted partner across business sectors.

Offering comprehensive Strategies, solutions, supply and services that help companies meet the ever-expanding computing challenges of todays IT environment.

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Intelligere worked with a major financial services company to help enable remote working for several thousand users. Upon an initial instruction to work from home, the customer encountered stability issues and inconsistent user experience as very few could have forecast such unprecedented change with such a scale of people affected across organisations.

Like many businesses, they were quick to make changes to existing work practice, but this subsequently required an objective look into how the performance footprint and operational management of the remote working solution was affected.

Intelligere leveraged our experience in load evaluation and user experience optimisation to ensure our customer were able to continue during the Covid-19 lock - down and ensure the IT team could be sure they are keeping costs down and performance up by following four key principles:

- Optimising capacity
- Improving performance
- Right-sizing the environment
- Continuity planning and Operational Processes



Supporting over 4,500 end-users

The success of the immediate work allowed for remote workforces to log in from many different locations, but this introduced new factors that could harm availability – and therefore affect business productivity and revenue.

This required a change to the approach taken in monitoring and management of the environment, to track and report on desktop and application availability giving administrators opportunities to resolve issues before they cause any business impact.

We ensured optimal performance in the new environment, demonstrating that the new infrastructure had significantly better performance than the original environment.