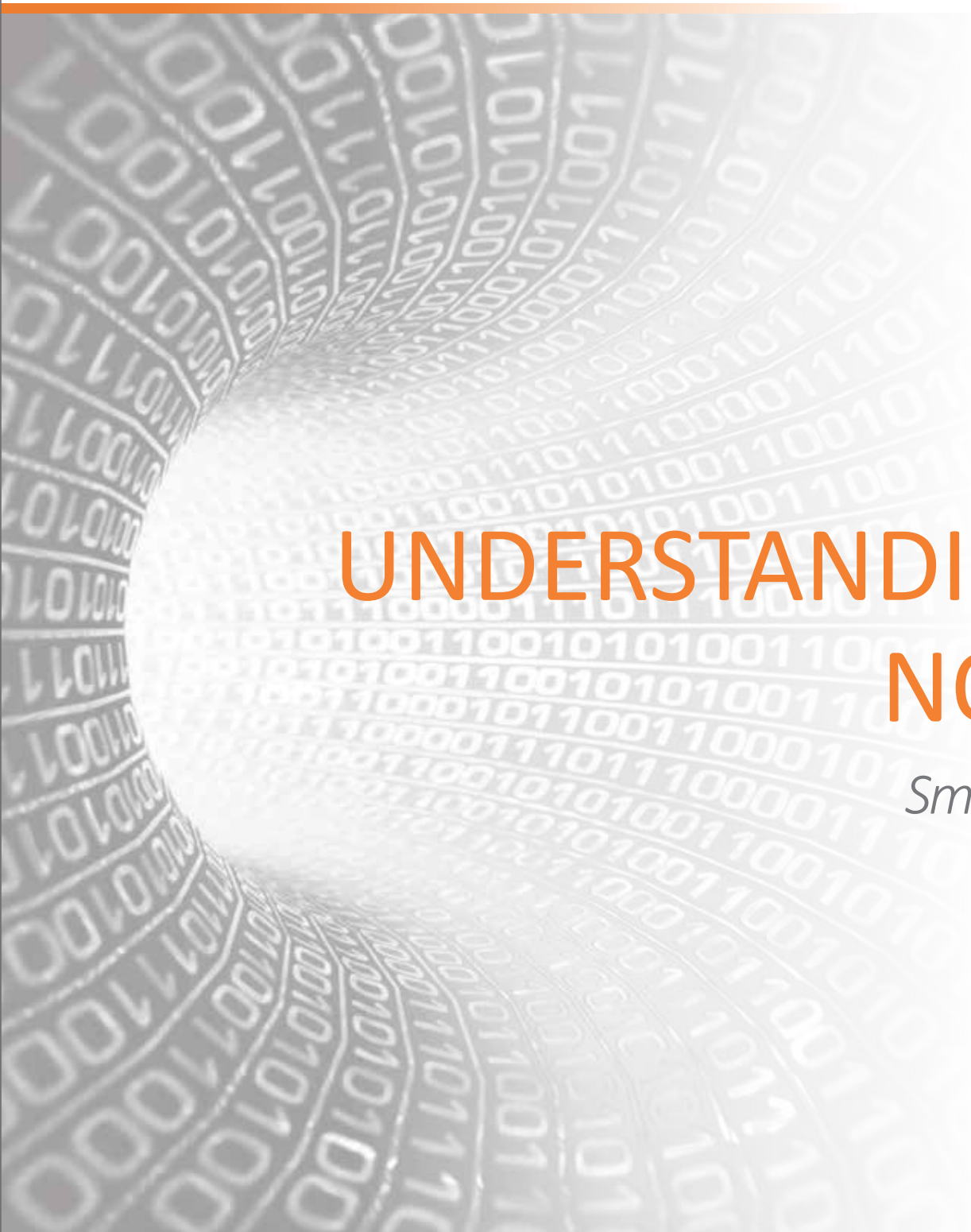




Smarter Data > Smarter Business

A background graphic showing a perspective view of a tunnel formed by rows of binary code (0s and 1s) that recede into the distance, creating a sense of depth and digital flow.

UNDERSTANDING.
NOW.

SmartICT.



UNDERSTANDING. NOW.

AppCentrix SmartICT appeals to executives seeking to benefit from the power of hindsight today – those who understand the cost of not knowing now. We deliver understanding and insights from data capturing technologies for digital and business transformation.

AppCentrix SmartICT collects big data from ICT and allows enterprises to make more informed decisions and create real business value by maturing ICT data to business wisdom.

We move enterprises from understanding “what is happening?” and “what will happen?” to “what should we do?” and ultimately Understanding Now. We do this through a single, unified view of the entire ICT estate, and empower leaders to shape and move their organisation to deliver extraordinary results.

We have installed our services on more than 6,000 sites across 45 datacentres and gather more than half a billion metrics a day for analysis and management insight.

SmartICT offers what no other ICT provider currently does - a single, integrated view of data from all IT assets AND the extraction of value to optimise value for society as a whole. Build better processes to deliver more reliable services



WHAT DOES THIS MEAN FOR YOU?

USE REAL-TIME HINDSIGHT TO CREATE REAL BUSINESS VALUE

It means that you will enjoy the benefits of a fully integrated monitoring, alerting, ticketing and automation solution that provides the service desk with complete visibility across your entire ICT estate. Manage vendors and providers through data analytics and intelligent service level agreement management. This will help you to determine well-defined processes, a clear enterprise strategy, and leadership support.

While data is important, the right data is essential. Increasing amounts of data collected can be overwhelming. Understanding what's important to your sector, and achieving your enterprise goals, helps to evaluate what data counts or should be counted.

The benefits of managing your entire IT estate with a single service are far-reaching, from increased agility and efficiencies to reducing costs.

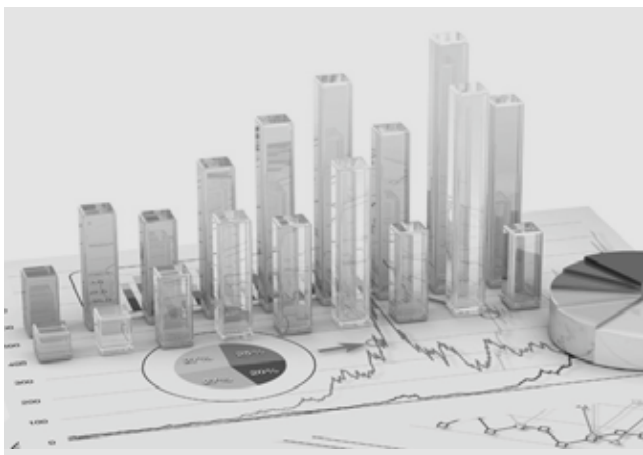
A second-by-second holistic view allows for:

The transfer of knowledge from key people into a robust system to improve decision-making and to optimise performance.

A culture that embraces accountability through granularity of detail, transparency and visibility across the entire enterprise and ICT estate. The consistent reduction in downtime, increased visibility and translation of IT metrics into real business value measurements happens through the maturity model which AppCentrix SmartICT applies to drive ICT maturity, creating a foundation for innovation, disruption and growth.

WHAT MAKES APPCENTRIX SMARTICT EVEN SMARTER?

The AppCentrix SmartICT service combines application performance management with element management products, integrated processes, extensive skills and the benefits of a flexible cloud based platform into one. Essentially, this puts the management and control of all IT assets in your estate and the cloud within ONE service provider to achieve a single view, for increased agility and efficiency. Our services directly align with the ICT Governance Policy Framework and ensure compliance, transparency and accountability through rigorous governance procedures.



SmartICT improves vendor and third-party SLA management, providing auditable and automatic monitoring of events and resolution tracking, without any human intervention. Our integrated performance management makes for a substantive reduction in outages and downtime by enabling our clients to arrive at root-cause analysis quickly and efficiently, empowering the correct entity owner to resolve failures.

SmartICT is designed for business value creation, SLA and vendor accountability and ICT estate governance.

Enforces monitoring as a discipline throughout the ICT estate

Helps to define clear goals and objectives which can be measured against monitoring disciplines

Requires no capital investment, no maintenance, no licensing costs

Includes the cost of dedicated, highly skilled local resources, state-of-the-art technologies and onsite support for monitoring and business analysis

Improves our clients' user and customer experience while also reducing IT costs

Reduces critical system downtime and identifies what processes a specific component will affect

Translates ICT metrics and makes them enterprise relevant KPI's

Keeps complex systems healthy and business users up and running

Compiles and measures ROI of projects gauging the success while keeping costs in mind

Improves IT service delivery

Provides total enterprise visibility

Maintains governance and compliance standards eg ITIL

Results in fewer and less severe incidents and downtime

Reduces overall ICT spend

Results in the commoditisation of IT

Improves strategic management information

“The benefits go beyond just day-to-day. By gaining a better understanding into the application data flow and relationships between different application infrastructure elements, we are providing our development teams with the hard data that allows them to improve the next generation of applications and build better processes to deliver more reliable services.”

Nick Truran, Former Head of IT Operations, Liberty

Contact us, it may put your mind at ease | info@prostream.biz