KANARI

riverbed

Kanari Digital Employee Experience, powered by Riverbed Technology

Data-driven, automated detection and resolution, for an optimal digital employee experience.

The Experience problem

Employees expect a great digital working experience. You need to ensure your IT environment delivers that while remaining secure and efficient.

There are a number of challenges that are getting in your way:

- Increasingly complex environments with more endpoints and devices

- Poor end to end observability stops you getting a true view of user experiences

- Slow extraction of insights from data prevents prioritization of issues and slows remediation

- Reactive vs proactive approach to digital experience issues

- Limited resources and skills shortages

Kanari SPA: Simpler, smarter, predictive DEX as a managed service

Kanari implements and manages Digital Employee Experience (DEX) solutions with its Stability & Performance Analytics (SPA) platform, enabled by Riverbed Technology, to deliver more value from a single solution. Our services enable you to embrace data-driven approaches and shift from reactive to proactive to predictive digital experience management. This delivers enhanced experiences and happier users, fewer tickets, better performance, increased productivity –a great ROI.

Value-driven

Fully scalable managed services are tailored to your needs and backed by Experience Level Agreements (XLAs) aligned with your goals. These are in addition to SLAs linked to operational efficiency, integration, monitoring, and analytics to help you track applications and vendor performance.

Simpler

Service Desk Optimization provides dashboards with detailed device-specific insight, accelerated and proactive support capabilities, and automated remediation. ServiceNow integration ensures you team can work directly within the ServiceNow interface. We also help you address shadow IT shining a light on any monitoring blind-spots.

The platform automatically detects and removes unwanted software, improving security and reducing administration.

Proactive & predictive

We discover and solve issues before they impact your business. The SPA platform drives value from user and experience data, using an extensive database to quickly identify and remediate issues automatically, and providing predictive insights to identify issues before they arise.

Smarter

We offer improved Device Lifecycle Management and ROI monitoring, providing insight into how devices and applications are performing. You can prioritize investments based on actionable data and assessments of potential impacts, to reduce risk and ensure performance is not compromised. Automated subscription and term license management optimize costs and ensures all licenses are active and effective without excessive "shelf licenses." We also offer services to support sustainability monitoring, tracking emissions related to your IT estate. And Kanari Machine Learning will be applied to enable advanced analytics and address specific requirements and industry use cases.

Benefits

We leverage our transformation expertise and experience to enable immediate insights into your enterprise estate to deliver business value including:

- Increased employee engagement with better digital experiences

- Improved productivity with Mean Time to Respond (MTTR) reduced by 20 - 30 %

- 30% fewer of tickets raised, giving support team time to focus on critical issues

- Increased cost efficiency and improved investment planning

- Less risk related to technical debt, license costs, and time management

- Improve cyber security with greater observability end-to-end and automated monitoring and remediation

See your applications like never before

Visit our website to learn more about how our solutions can meet your needs.

About Kanari

Kanari delivers managed services, powered by machine learning and automation, that predict and quickly respond to factors that affect your users current and future digital experiences.

We are a leading provider of monitoring and observability solutions in the Nordics with more than 40 specialists working closely with enterprise clients throughout the region.

We provide Digital Employee Experience (DEX) through our end-to-end platform, built on Riverbed's Aternity DEM solution and augmented by Kanari's proprietary code. Observability, analytics and advanced controls are delivered with seamless integration across your IT value chain.

KANARI   **riverbed**