

VISIBILITY FOR DIGITAL SERVICES

CINIA CEYE

The digitalised world places greater demands on the availability and quality of digital services. As an end users' we expect services to be available whenever we need them. Service usage is also becoming increasingly independent of time and place.

Comments heard from customers:

Something is wrong, if today's companies don't monitor their IT services.

We can't outsource the quality of our critical business services to service providers or other organizations.

It is only by performing measurements that it is possible to know how the service actually works for end users.

By monitoring service quality after a software update, we can react immediately if the new or updated software causes quality-related problems.

Before deploying a new service, it is important to monitor utilizations and quality on network connections.

Usually only Cinia cEye provides an alert. Typically, nothing is heard from our service providers.

Dashboard of your digital services. The technologies involved in the production of services have evolved significantly and continue to evolve. In away solutions have become more complex, and new issues need to be taken into account when it comes to service availability and quality. Cinia cEye dashboard shows clearly how your digital services and their production platforms work.

Single tool for quality assurance and end user experience monitoring. The most relevant indicators to monitor are how the services are functioning from end users' point of view. With Cinia cEye the monitoring is possible in both internal and external networks. Monitoring critical factors related to service platforms and infrastructure provide tools for rapid restoration of service in the event of failure. Without comprehensive monitoring service level management can be very difficult at the complex IT environments.

It provides a view of cloud environments and services. SaaS, cloud-native solutions and cloud computing plays big role in the organizations IT solutions. Multi-cloud environments are becoming increasingly common, and integrations with external systems are becoming more and more critical. Cinia cEye technology can deliver flexible and versatile solutions for a variety of customer needs. Technology independence, flexibility and integrability are central to Cinia cEye technology.

The Cinia cEye service in a nutshell

- ▶ **Cinia's IPR**, easily implemented and scalable solution to different customer environments.
- ▶ **The service operates independently** of suppliers and technologies.
- ▶ **Real-time monitoring** of infrastructure and services in the same solution.
- ▶ **Customizable and interactive** dashboards for different user needs.
- ▶ **Clear pricing**, predictable costs, no hidden costs.

Cinia cEye enables

- ▶ **Measurement of the service level of your service providers** to let you know if you're getting what you are paying for.
- ▶ **Control of multi-provider service operations:** quality of digital services always depends on a combination of multiple factors.
- ▶ **The end-user perspective from where the services are being used** – factual information on the quality of services, without any guesswork.
- ▶ **A proactive approach**, detecting problems before they affect end users.

