ekara
by ip-label

Digital Experience Management

6 Ekara Managed Services

Secure the transition of UX[1] operations
Outsource UX measurement
Integrate the Ekara platform
Ensure operational upkeep of UX monitoring

Your issues and needs

- Does staff turnover force you to train teams regularly on DEM (Digital Experience Management) tools?
- Do you have a hard time keeping DEM solutions in perfect operating condition?
- Do you want to concentrate your technical resources on your core business?

Delegate user experience management to our service centers

Focus on your core business and let our teams unlock the full potential of end-user application monitoring for you. Boost your productivity by relying on our user experience measurement services.

Deliverables

Operational upkeep of the solution

Transition management

Delegated management of user experience

Ekara platform integration

The benefits of Ekara Managed Services

Refocus on your core business

A clear service level agreement

All the advantages of the ISV's latest innovations

Measure the costs of DEM precisely

Benefit from the expertise of a trusted third party

[1]User Experience

Business case: transport sector

The context

The IT/IS division of a world-leading French transport group has a DEM monitoring system deployed in several countries. From the user side, the system monitors the operation of all the applications that are critical to the transport business. Analyses are also undertaken for the general management to measure the financial impact of IT anomalies on business.

Our assistance

- An analysis of the existing situation (tasks performed, periodicity, data volume).
- Definition of the target service levels and associated costs in consultation with the customer.
- Elaboration of a service offer operated by the ISV.
- Elaboration of a transition plan.

The situation

The business-critical nature of the UX measurement service, especially after it began operating around the clock, meant that the group could not manage the service with internal resources.
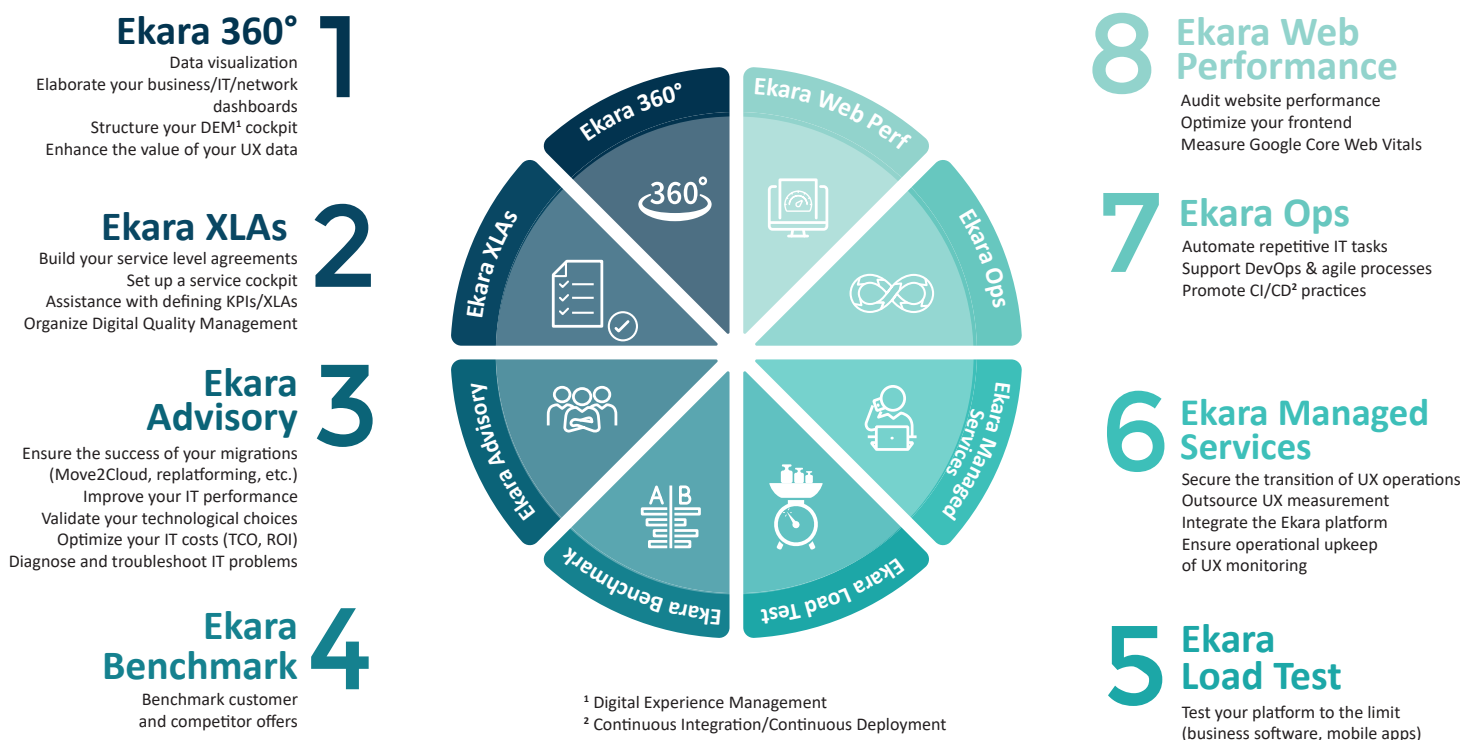
The benefits

Energies were refocused on the core business. Clear information about DEM costs. No more RH management for a non-core activity. All the advantages of the latest innovations (software versions, trained specialists, etc.).

A complete range of consulting services

A full-spectrum portfolio of consulting services to meet your Digital Experience Management requirements.

Ekara 360° — 1
Data visualization
Elaborate your business/IT/network dashboards
Structure your DEM[1] cockpit
Enhance the value of your UX data

Ekara XLAs — 2
Build your service level agreements
Set up a service cockpit
Assistance with defining KPIs/XLAs
Organize Digital Quality Management

Ekara Advisory — 3
Ensure the success of your migrations (Move2Cloud, replatforming, etc.)
Improve your IT performance
Validate your technological choices
Optimize your IT costs (TCO, ROI)
Diagnose and troubleshoot IT problems

Ekara Benchmark — 4
Benchmark customer and competitor offers

Ekara Web Performance — 8
Audit website performance
Optimize your frontend
Measure Google Core Web Vitals

Ekara Ops — 7
Automate repetitive IT tasks
Support DevOps & agile processes
Promote CI/CD[2] practices

Ekara Managed Services — 6
Secure the transition of UX operations
Outsource UX measurement
Integrate the Ekara platform
Ensure operational upkeep of UX monitoring

Ekara Load Test — 5
Test your platform to the limit (business software, mobile apps)

[1] Digital Experience Management
[2] Continuous Integration/Continuous Deployment

Ekara by ip-label: customers in 25+ countries. 10 billion data items analyzed daily. A global measurement network. Certified ISO 9001:2015. A network of certified partners. A trusted third party.

sales@ip-label.com   +33 (0)1 77 49 53 00   ekara.ip-label.com