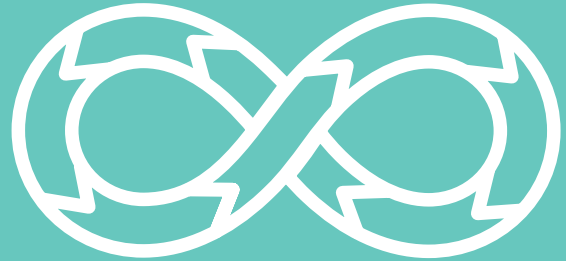**Digital Experience Management**

7 Ekara Ops

Automate repetitive IT tasks
Support DevOps & agile processes
Promote CI/CD practices
(continuous integration/continuous deployment)

Your issues and needs

- Do you have lots of repetitive tasks that are performed manually?
- Is user experience management missing from your general DevOps approach?
- Is your user experience management not agile enough?
- Do you run test plans manually?

Ensure the success of your digital transformation

Integrate the user-side perspective into your DevOps and automate your repetitive tasks.

Deliverables

Test automation

DevOps, Agility, and CI/CD[1]

Better handling of tasks

The benefits of Ekara Ops

Integrate user experience into your DevOps processes

Automate all manual actions

Strengthen user experience measurement procedures for critical applications

Free up your technological resources and channel them toward your priority projects

[1]*Continuous Integration / Continuous Deployment*

Business case: insurance sector

The context

A large insurance company had a morning check run manually each day before the offices opened to make sure that its applications were up and running. These low value-added tasks mobilized staff who could be reassigned to projects with greater value-added. The insurer called on ip-label to automate its morning checks.

The situation

The cost in human resources was too high for such meaningless repetitive tasks. Human error in some cases could result in errors of interpretation (the opening of a call center had to be delayed for an hour).

Our assistance

- Analysis of test plans and the conditions for carrying them out.
- Development/scripting of the test plans.
- Deployment of a solution for automating the actions.
- Setup of real-time test monitoring.
- Daily real-time issuing of alarms in the event of malfunctions, and automated sending of a follow-up report each day.
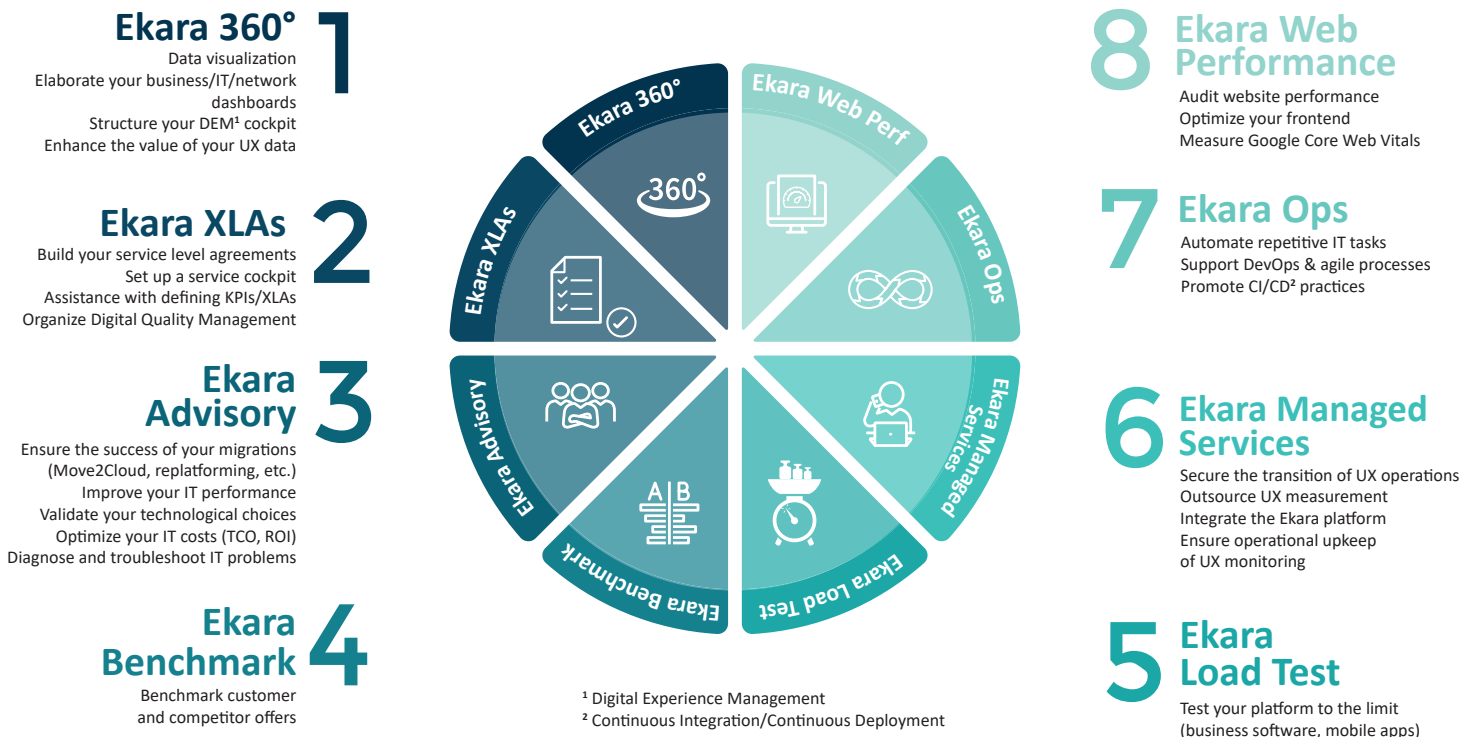
Benefits

The implemented solution saves time every day. Improved efficiency, greater proactiveness (morning checks could run earlier). Alerts and escalations in real time in the event of errors. Integration into DevOps practices.

Upon completion of our mission, our customer saw a significant rise in productivity which allowed resources to be reassigned to priority projects.

A complete range of consulting services

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

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

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

3 Ekara Advisory
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

4 Ekara Benchmark
Benchmark customer and competitor offers

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

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

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

5 Ekara Load Test
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.

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