

## EyeQ™ - Measuring Service Quality

### Improve Your Company's IT Services While Protecting the Bottom Line

In today's economy, every successful enterprise has a technology component. Whether you use a customer service call center, human resources database, or company intranet, odds are that your business is an eBusiness. While technology can help you be more responsive to both customers and employees, how can you determine whether the technology you're using is responsive to your company?

#### **Establish Accountability**

Companies spend millions of dollars developing IT systems, and the ability to audit and enforce the service quality of these systems is essential to sound business management. Today, many companies demand accountability by requiring Service Level Agreements (SLAs) from their suppliers and even from their own in-house resources. Service providers also use these contracts to set themselves apart from the competition. The SLA is a written guarantee that details how the services are delivered, and how efficiently the system operates. But even the best SLA is meaningless if it can't be measured or tracked.

To assess performance accurately, you need a comprehensive understanding of your IT system, both in terms of its independent components and the ways in which those components work together to achieve the stated objectives of the service contract.

**For this, you need EyeQ™.**

#### **Raise the Bar on Benchmarking**

EyeQ™ gives you instant access, via Web interface, to key information about the effectiveness and efficiency of your entire IT system. At the push of a button, you can determine whether your network is performing at optimal levels and whether all applications are fully functional.

#### **EyeQ™ can be used to:**

- ✓ Validate IT performance
- ✓ Reduce the direct and indirect cost of managing outsourcing contracts
- ✓ Oversee multiple vendors or internal service level objectives
- ✓ Ensure your service provider delivers as promised
- ✓ Improve service quality
- ✓ Maximize IT utilization

Traditional methods of measuring service levels focus on the performance of individual components within the IT system. But this method overlooks the mutual relationships and dependencies between components. EyeQ™ takes a holistic approach, analyzing functionalities from the top down—not only to gauge the functionality of individual components, but also provide an overview of the entire IT system.

Developed by Empact Solutions, the leader in service quality intelligence, EyeQ™ reflects both the consumer and provider views of service delivery from an objective third-party source. The breadth of data provided by EyeQ™'s performance reports lets you analyze service levels from end-to-end, and see the bottom line impact on business performance. Reports also can be modified to show snapshots of select functionalities, allowing users to pinpoint specific problem areas within a complex IT matrix.

#### **Protect the Bottom Line**

Because EyeQ™ is a subscription-based service, it can be customized to work best in your company's environment. There is no capital investment, no support or maintenance expenses, and no complex deployment.

In addition, by using EyeQ™, your company can:

- ✓ Assess how IT performance affects business service levels, so you can optimize resources and deliver critical business functions
- ✓ Audit actual service quality against performance and monitoring data
- ✓ Increase business revenue by reducing outages that directly affect operations
- ✓ Increase ROI on IT assets by determining how to maximize system productivity and improve future service levels
- ✓ Control IT costs by fixing or upgrading only those components necessary to improve the performance of the entire IT system
- ✓ Avoid penalties associated with contractual disputes for failure to achieve specified service levels

EyeQ™ notes any service level violation and can automatically calculate rewards, penalties, and other results negotiated in your service contract, or determine the cost of violations to the enterprise. EyeQ™'s measurement of service delivery is essential not only for businesses outsourcing or insourcing their IT services, but also for the service providers themselves, to target and eradicate deficiencies and improve the quality of service across all system components. With direct access to an inclusive, holistic overview of service delivery from an objective third party, consumers and service providers can resolve service disputes efficiently and effectively.

### Safeguard Your IT Operations

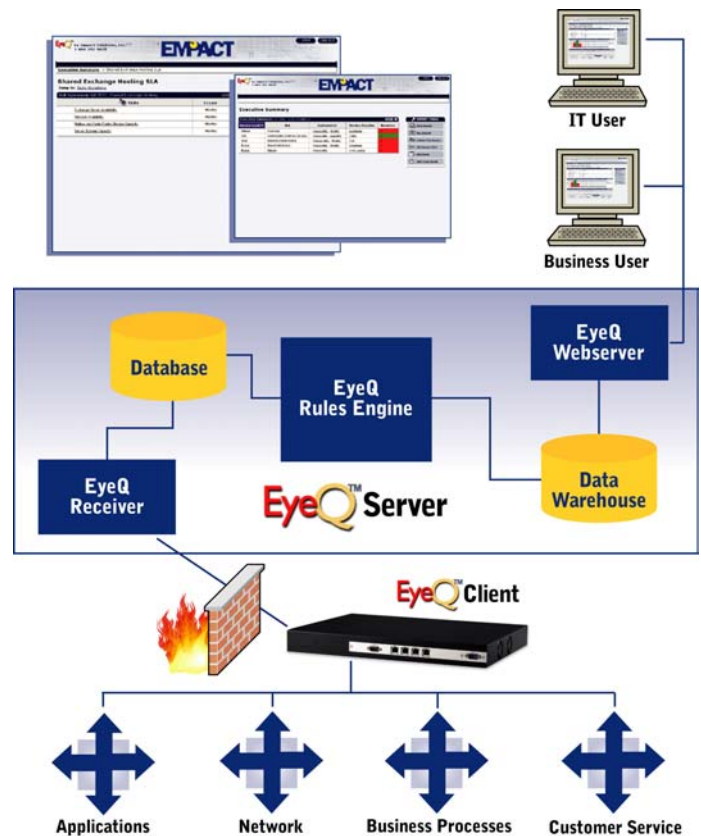
An EyeQ™ Agent is deployed within your company's site to collect the operational data relevant to service delivery. This data is then fully encrypted and transmitted to Empact's data center, where it is analyzed according to the established benchmarks to determine whether the IT system and all subcomponents are fully functional. The appliance can only be modified by authorized personnel with physical access to the box, and is configured to retrieve only the data needed for service level verification, so you can rest assured that any classified information remains completely secure.

### What Makes EyeQ™ Unique?

- \* Summary Report of Service Quality
- \* Drill-Down analysis and ad hoc reporting
- \* End-to-end view of service quality
- \* Accurate Audit of Service Level Targets
- \* Service Quality Intelligence

EyeQ™ provides full data "chain of custody" for clear auditability and arbitration. We do not estimate or synthesize any data. The subscription-based EyeQ™ service can be customized to your company's environment, allowing for faster realization of benefits.

Whether your company is monitoring a single online service relationship or a complex matrix of multiple suppliers or customers, EyeQ™ acts as an independent observer to establish performance benchmarks and help you attain the service level objectives to meet critical business needs.



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