

Finally.
A clear line of sight
to your end user's
actual IT experience.



Introducing the GCDO TruExperience™ digital experience platform.

The post-pandemic world of IT is different.

Although more and more work is performed by people from their homes and other remote locations, the expectations for always-on, optimally performing infrastructure hasn't changed.

Many organizations have outsourced additional off-premise personnel to keep pace with the unprecedented demand for goods and services – wherever and whenever consumers want. This trend has introduced more opportunity but also more complexity. As a result, ITOps teams suddenly need absolute visibility and perfect service performance at the network edge.

Gulf Coast DevOps designed the TruExperience platform to meet these exact needs. Delivered as SaaS, TruExperience securely gathers intelligence about data, application and voice performance from multiple perspectives across your IT service delivery infrastructure. This intelligence is used to continuously assess the availability, health and precise experience of your end users and to generate automations that remediate issues.



TruExperience keeps your IT services running flawlessly and your end users delighted – fueling your organization's Operational Services Automation initiatives and amplifying your overall productivity.



Challenge

Sustain outstanding UX over the new service delivery infrastructure

For decades, IT organizations have invested heavily in technology and talent to drive service differentiation – and revenues. The goal was to demonstrate the ability to provide a better user experience than the competition. To ensure availability and performance, they built enterprise monitoring applications that deliver a “core to edge” or “inside out” level of insight.

And then the pandemic hit.

Literally overnight, IT organizations were required to pivot from driving UX over the end-to-end connected enterprise to end-to-end remote sites. They went to a new IT service delivery method that is suddenly the new normal.

With a flood of transactional operations happening in untraditional operating environments, it is now essential that IT organizations are able to manage the performance, compliance and interoperability of systems and networks used by remote workers.

In the new environment, how can you continue to ensure service performance and five 9s availability? How can you ensure an exceptional UX?

Company leader intentions regarding flexible working after COVID-19

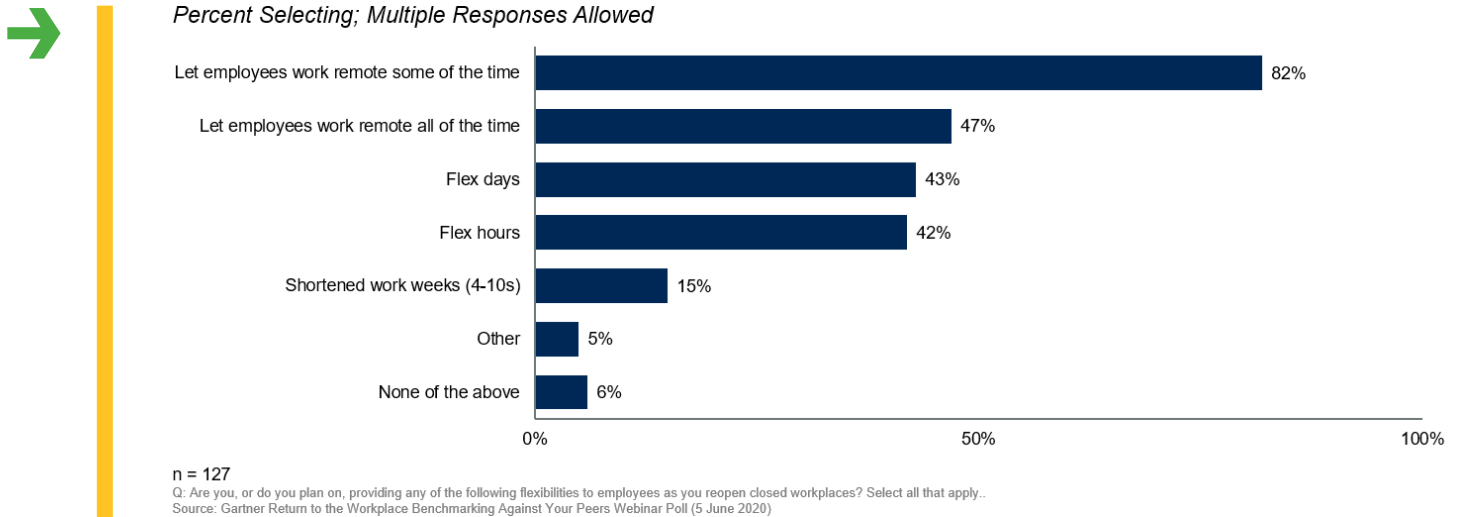


Figure 1. Source: [Gartner, July 2020](#)

Solution

The TruExperience Digital Experience Platform

The TruExperience platform securely provides a hyper-accurate perspective of the end user's digital journey. It spans remote networks and user applications to provide a precise depiction of your end user's actual experience.

TruExperience provides a world-class digital experience by delivering end-to-end experience assessment, diagnosis, visualization and analytics. It delivers a simple methodology capable of capturing all of the key elements of your users' experience, no matter the method of connectivity.

Real-time measurements and assessments of the end users' technical journey, captured from various perspectives across the IT ecosystem, deliver actionable intelligence that enables your organization to provide flawless digital services to customers.

Delivered as a service from the GCDO cloud, TruExperience ascertains the service availability and performance impact on each individual end user's activity – from multiple perspectives.

TruExperience adroitly gathers intelligence from throughout your entire infrastructure, including:



Voice and data delivery systems



Cloud, hybrid, physical and virtual environments



End user resources, such as active directories, workforce management systems, and secure access systems



End nodes, such as laptops and smart phones

Continuous assessment across these environments provides your team **with actionable intelligence to automatically remediate known service issues, avoid threats to availability, and improve performance.**

TruExperience accelerates the time to realize operational efficiency and obtain value from the new IT service delivery infrastructure.

Fuel your Operational Services Automation (OSA) initiatives

The TruExperience platform provides a core set of capabilities that make a successful OSA initiative possible and increases your remote workers' productivity:

- Site readiness
- Network readiness
- Application readiness
- Voice readiness
- Governance & compliance
- Capacity management



Capture and improve the actual remote worker journey

Minimize digitally poor agent experiences through service level agreement compliance

Ensure favorable change control outcomes impacting agent productivity

Create a true baseline of agent digital availability and performance

TruExperience ensures the resources required to support and deliver an outstanding UX available 100% of the time.

Drive value every day

TruExperience ensures that the resources required to support and deliver an outstanding UX available 100% of the time – no matter where in the world, what time of day, or what service, situation or scenario. By providing service delivery insight and analytics from the perspective of the remote worker, TruExperience improves your organization's ability to ensure that your end users receive the outcomes they expect and the business requires.

The TruExperience platform:

- Improves end-user performance by delivering a fluid IT services infrastructure that minimizes disruption to essential services and operations.
- Measures, in real-time, the relationship between the performance of the end user and the availability of these essential services.
- Supports the ability to remediate IT services and transactions.

Key Features	Technical Benefits	Business Benefits
<ul style="list-style-type: none"> • Delivered as SaaS • Provisioned by the GCDO cloud • Single pane of glass • Real-time process monitoring • IT process automation • Collaboration enablement 	<ul style="list-style-type: none"> • Full transparency of service delivery • IT connectivity and service assurance • Proactive vs. reactive remediation • Edge, client and server perspectives 	<ul style="list-style-type: none"> • Consistent and reliable IT processes across the organization • Lower direct and indirect costs and operational efficiencies • Greater reliability and service levels

TruExperience platform components

TruExperience is not an off-the-shelf solution. It is designed as a DevOps platform that is quickly configured to address your organization's specific requirements and use cases. The platform can be configured in minutes and implemented and deployed in hours.

Capturing the end user experience is critical for IT success. As organizations continue to invest in technological growth, become more complex and incorporate additional forms of mixed infrastructure (e.g. cloud, hybrid cloud, etc.), understanding the end user experience becomes of paramount importance to maintaining a competitive business edge. Truly knowing the customer experience is the key to successfully delivering a great customer experience.

TruExperience platform components include:



Virtual and Physical Collectors

, which gather real-time intelligence from your IT infrastructure. These sensors capture all of the underlying elements impacting your users' experience, no matter the method of connectivity. For ease of administration, TruExperience collectors support policy-based configuration from the GCDO cloud, no matter the form factor.

Key benefits:

- Real-time assessments of the end user's technical journey from various perspectives
- Actionable data ensuring delivery of digital services to end users



A Workflow Engine

, which is a highly configurable workflow engine that leverages vendor-published APIs for event remediation and system-to-system integrations (helpdesk, CRM, etc.). The simple low-code structure and workflow process automation improves your ability to act on data. TruExperience's workflow automates mundane, repetitive and time-consuming tasks, so you can devote more time to your OSA initiatives – and reduce the time to market for new revenue streams.

Key benefits:

- Quicker IT service delivery and time saved through automation
- Repeatable and auditable runbook processes



A Portal

, which delivers single pane of glass visibility into information gathered from across the IT ecosystem. TruExperience visualizations for executives and engineers can be rapidly configured and deployed.

Key benefits:

- Dashboard integration with service assurance systems such as ServiceNow, Solar Winds and Micro Focus
- "Top 10" view configurations and tailored KPI displays



A Service Design Framework

, which provides service activation and on-going service creation. Our agile service methodology leverages best-in-class technologies, accelerates your digital initiatives, and future-proofs your underlying technology and services to deliver long-term value to your end users.

Key benefits:

- Collaborative, automated approach drives instant value from existing technology investments
- Optimizes cost, reduces risk and improves IT infrastructure performance without business disruption.

The value of Digital Experience Monitoring (DEM)



According to [Gartner](#), DEM is a performance analysis discipline that supports the optimization of the operational experience and behavior of a digital agent, human or machine, with the application and service portfolio of enterprises.

DEM is a growing discipline, a result of the measurable value it delivers to IT organizations that rely on the continuous delivery of revenue-generating services.

Gartner predicts that “by 2025, 70% of digital business initiatives will require I&O (Infrastructure and Operations) leaders to report on the business metrics from digital experience, up from less than 15% today.” Gartner says Digital experience monitoring solutions are evolving from a focus on availability and performance to correlating I&O metrics and business outcomes. I&O leaders must use DEM to optimize UX across application environments and align technology KPIs to business metrics, such as revenue, churn and NPS.

TruExperience is a DEM platform that meets this need by bringing IT teams visibility across the revenue-generating infrastructure. It provides the ability to analyze and quantify traditionally subjective parts of the end-user experience.

With TruExperience, I&O leaders can:

- Create a true baseline of availability and performance of digital services
- Capture and improve the remote worker’s actual journey
- Minimize poor end-user experiences
- Ensure compliance with SLAs, particularly new SLAs that are emerging for remote user ISPs and desktop users
- Ensure that actual change control outcomes match expected outcomes, illuminating end-user productivity.

Please contact us for more information
or for a free consultation.

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Gulf Coast DevOps represents the passionate pursuit of its founders to apply the collective experience of the past 20 years to assist today's innovators, service providers and consumers in speeding adoption of technology to meet their commercial objectives and improve the human experience.