

Global retailer gains visibility of staff End-User Experience for in-store sales applications

Business Challenges

- ! Sales applications inconsistent and often unavailable on retail showroom floor
- ! Staff productivity and sales activity directly affected
- ! No visibility into what's causing problems

How we helped

- ✓ Continuous user experience scoring
- ✓ 24/7 monitoring end-to-end digital supply chain
- ✓ Evidence of chronic impairment in local access circuits
- ✓ Circumvented costly port bandwidth upgrade

Continuous visibility of staff user experience

By monitoring key sales applications and associated inventory supply-chain application.

Visibility of chronic impairments

across hundreds of devices and service providers spanning 5 global regions

Actionable data

proactively and collaboratively improved services using Digital Supply Chain Management



400+
Stores globally with
BYO regional ISP
Access

100's
of providers and
network devices to
troubleshoot

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Dashboard to provide
Digital Supply Chain
Management