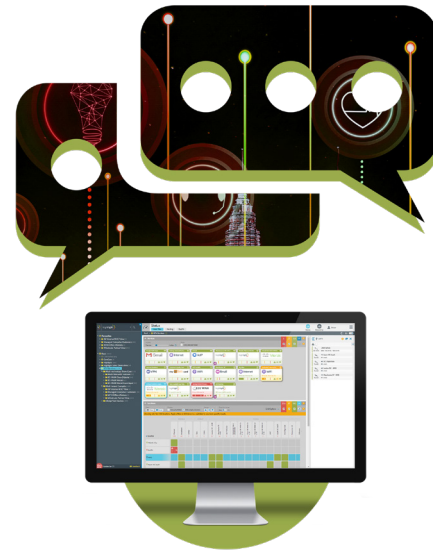


The service assurance solution

The **Highlight Service Assurance Platform** provides a top-down, service-orientated view of multi-tenant, multi-vendor network estates, delivering visibility between service provider and customer alongside a suite of service management, alerting and reporting tools.

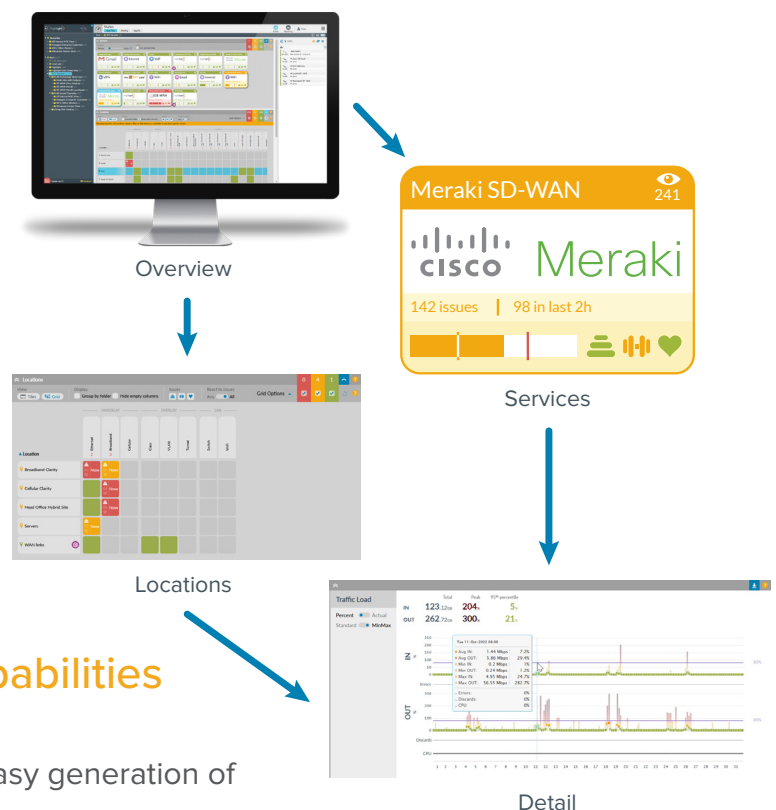
Highlight's cloud-based platform collects and analyses complex network data, transforming it into **categorised service-focused insights**, driving clear and collaborative communication.



Utilise the ultimate service management toolkit

Clear and flexible visibility of all devices and connections

Highlight enables users from both Service Provider and Enterprise to see service performance on a wide range of network services (including **SD-WAN, Cellular, Broadband, WiFi, switches and LAN**) from different vendors in a shared single-pane-of-glass viewpoint. See exactly what you need to see, and go from high-level overview to detailed analysis in seconds.

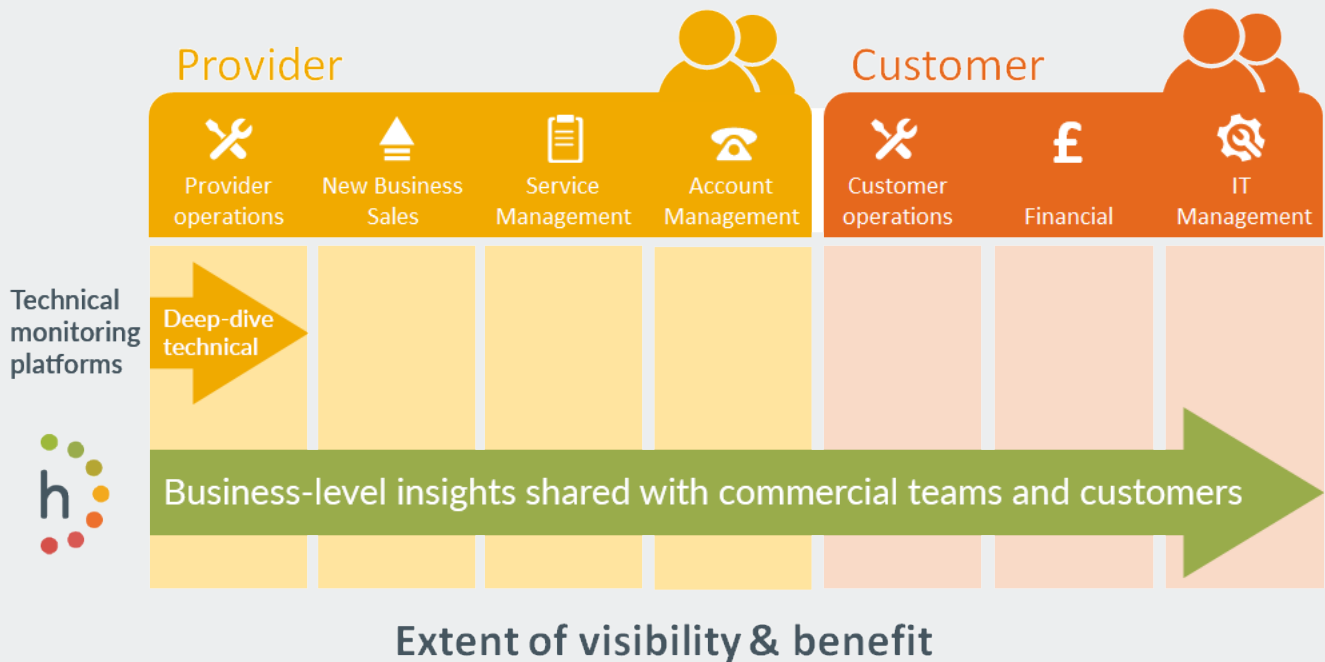


Unified alerting and reporting capabilities

The Highlight platform enables the quick and easy generation of consolidated visual service management reports. Users can also take advantage of highly customisable email and webhook alerts on any location, service group or individual connection

Go beyond technical monitoring tools

Monitoring tools are designed for engineers to keep the inner workings of the network machine moving. Highlight expands service data access out of the engineering silo, enabling the vital cross-team communication that directs the network to provide **effective business solutions**.



Service provider success: SD-WAN managed services



Gamma Telecom deployed Highlight across its managed SD-WAN customer portfolio, ensuring proactive support and eliminating setup issues.

- 24.6% increase in customer retention after Highlight adoption for SD-WAN managed services
- 30% reduction in support escalations after specific customer analysis
- Highlight formed the basis for generation of significant SD-WAN upsell pipeline

Enterprise IT success: Time-sensitive dispatch network



Countrywide Healthcare assured their busy dispatch network using Highlight to provide enhanced visibility and immediate alerting.

- 80% reduction in time to problem identification and isolation
- Highlight was 94% quicker to setup versus previously tried monitoring platform alternatives
- Highlight was 71% cheaper than competing solutions

For more information contact us at:

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