SKYLIGHT4X

for

Managed Service Providers

Differentiate your core business revenue with Skylight™, the latest NAPM generation solution, and add highly profitable new revenue streams to your MSP business.

IT Performance visibility is a critical stake for enterprise business

"Companies are so digitized, there is no distinction between Business and IT," said Will Cappelli, Gartner, 2019. This quote from Gartner sets the stage. Adding some facts about degraded business application performance makes IT performance visibility a must-have to ensure enterprise digital transformation:

75% of IT organizations are suffering from degraded business application performance

70% of the time they learn about it from end users complaining

31% of performance issues take more than 1 month to resolve

Virtualization, cloudification, and software defined architectures are bringing new challenges to address

In the last decades, legacy hub and spoke IT architectures were connecting remote sites to data centers via an MPLS private network and were easy to manage and monitor.

Today, hybrid architectures, leveraging private and public cloud technologies such as AWS or Azure together with SaaS services, are bringing more complexity and new performance challenges and risks.

The extensive use of virtualization leveraging VMware, HyperV or others, as well as new SDN architectures, make East-West traffic monitoring even more critical. These technologies create an environment where comprehensive visibility is even more necessary.

Enterprise challenges not addressed by existing NAPM solutions

- How to address performance visibility in my **hybrid cloud, IaaS and SaaS** environments?
- We need **a 360° wide angle view** showing **all layers, all application** performance **for fast root cause analysis**
- **Our East-West virtualized** traffic is not monitored, but it is critical for identifying root cause
- We need to bring back **visibility to our remote locations and use sites** especially in our new **SD-WAN** architecture

CIOs application and infrastructure managers are now struggling to gain the performance visibility they need to succeed, and they are raising a new set of challenges that technology vendors need to address.

Managed Service Providers using legacy NAPM solutions are facing additional challenges, making their integration in their managed services offering more difficult to sell, build, and run

What affects your bottom line with legacy NAPM technologies?

- **Time to set up and time to insight** are very long and make managed services rigid, inflexible and very costly

- MSPs need to **drastically reduce mean-time-to-innocence**

- Legacy NAPM technologies require a **deep expertise** level which makes managed services difficult to build and run — and make them not as profitable

- Legacy NAPM technologies cannot meet the new IT architecture paradigm: **public cloud, virtualization, containerization, SaaS, PaaS, SD-WAN**

- MSPs like OPEX **business models** with **elastic subscription models** so they can **deliver adaptive services to their customers**

New NAPM managed services powered by Accedian Skylight can bring new business opportunities to MSPs

✓ **Monitor your managed service performance against SLAs** and drastically reduce penalty bills due to SLA breaches

✓ **Increase your core business revenue** through differentiation while reducing churn

✓ **Add new revenue streams** with new NAPM managed and audit services and acquire new customer logos

How is Accedian enabling a new generation of NAPM managed services?

Skylight delivers end-to-end performance monitoring visibility up and down the entire application chain and across the network, with best-in-class resolution and velocity. This global view helps your team, in collaboration with your customer, to avoid and solve performance degradations by proactively monitoring end-user experience, network, and application performance from a single platform.

Latest-generation analytics deliver proven business value, unifying teams with actionable insight that ensures digital resources are optimally deployed and used efficiently.

Skylight decodes every layer and application transaction, as it happens. It provides exceptional scalability with the smallest footprint by using latest generation stream-processing analytics, transcending the cost and performance dependency of legacy systems.

Skylight's lightweight image can be installed in virtualized cloud and containerized environments and delivers East-West traffic (intra-VM) visibility together with North-South (remote sites to data center) visibility.

Skylight is available on the Azure and AWS marketplaces, so you can provide performance visibility into critical applications hosted in the public cloud.

4 Clicks to actionable performance insights with Accedian Skylight

Building profitable NAPM managed services

✓ **Elasticity:** Accedian delivers Skylight through a subscription-based model starting with 1-month subscriptions, enabling the flexibility MSPs need for upgrading or downgrading their NAPM platform without getting penalized by an upfront license investment which may not match the future needs of their customer.

✓ **Adaptiveness:** Skylight sensor software licenses for capture points are provided free of charge, enabling true 360° performance visibility without any compromises.

✓ **Accedian Skylight provides the lowest cost option for BUILD and RUN** compared to other network-based 'stream-to-disk' NAPM solutions.

Example of a 2 data centers, 10,000 users, 20 critical applications IT infrastructure	Accedian Skylight	Other nework-based APM
BUILD		
Installation	1 hour	Multiple days
Application provisioning	Automatic	Multiple days, weeks
RUN		
Wide angle view (Layer 3 to Layer 7)	All applications Wide angle - from Layer 3 to Layer 7	Only applications which have been provisioned
Time to identify root cause (Network, server or application transaction)	4 min or less – Layer 2	Hours
East-West traffic monitoring	All virtual, all cloud	Not possible or very difficult

A managed service powered by Accedian Skylight enables innovative and highly differentiated value, making your company a trusted advisor for your customers and significantly increasing your bottom line.
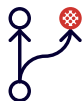
Example of innovative managed services

Visibility as a service: advanced performance assessment and troubleshooting services

Reduce risk in application roll-outs

Reduce risk in data center & infrastructure migrations

Optimize end-to-end application delivery

Manage application performance in Citrix, cloud, and complex hybrid environments delivery

Secure cloud migration

Skylight SNAP 4X: a unique managed service creation methodology

Accedian helps MSPs build new NAPM managed services powered by Skylight and leverages our extensive engagement experience with MSPs across the globe. Our unique 4X SNAP Managed Service Creation Methodology can help create and deliver a new NAPM managed service in just a few weeks through 4 engagement workshops that Accedian will lead: Service Creation, Service Pricing, Service Operations, and Go-To-Market.

4x Snap MSP engagement

Service definition workshop

Service pricing workshop

Service operations workshop

Service Go-to-Market workshop

OUTCOME

Your NAPM-as-a-Service
Powered by Accedian Skylight

SKYLIGHT4X

MSP service creation methodology

Contact us at 4xpp@accedian.com
to get started today.

Join the Skylight 4X partner program

"Accedian partners are essential in bringing our solutions to customers worldwide. The Skylight 4X Partner Program offers an unmatched partnership experience to help our partners grow their business and increase profits utilizing advanced engagement models. It has been uniquely designed and developed for Managed Services Providers, Cloud Service Providers, Solution Providers, and System Integrators."

Sergio Bea
Accedian VP Global Enterprise
and Channel Sales

About Accedian

Accedian is the leader in performance analytics and end user experience solutions, dedicated to providing our customers with the ability to assure their digital infrastructure, while helping them to unlock the full productivity of their users.

Learn more at accedian.com

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