



Leverage real-time analytics to better inform your IT strategy



LEAP OF FAITH

Like many organisations, you might increasingly be turning to managed IT service models for greater business agility, efficiency and speed-to-innovation. Not only reducing the expense and daily grind of managing storage, disaster recovery (DR), virtual desktop infrastructure (VDI) and other IT services, but also enabling IT teams to be more productive and focus on strategic and transformational work.

In return, you can expect to receive monthly or quarterly reports on KPI performance and SLA adherence from your managed service provider.

Job done. Or is it? How do you know what you're really getting for your service charge each month? Receiving yet another report or platform to monitor just adds to administrative noise managed services are supposed to remove.



NOTHING TO HIDE

Unlike other managed service providers, Creative believes in complete openness and transparency. We don't have anything to hide. That's because we're confident in our service delivery

and quality. It's the reason why we developed ZENØ.

We actually want our customers to be able to see into our platforms.



REMOVING GUESSWORK

Built in-house by Creative from the ground up, ZENØ is a powerful analytics-based portal that allows you to track all your Creative managed services in real time – in a single view through an easy-to-manage system. And there's no extra charge. It's free to Creative customers as part of our managed service package.



Measure consumption across our VDI, Storage, DR and Backup services

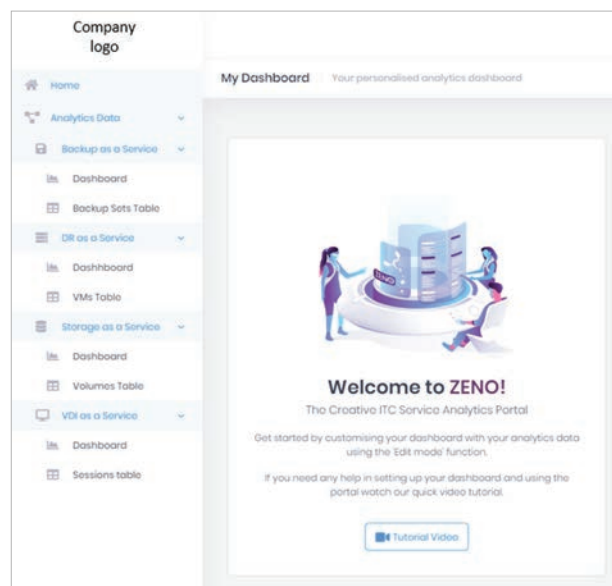
With native APIs, ZENO easily extends across multiple infrastructures including VMware, NVIDIA, Dell EMC, NetApp, Zerto, Commvault and other leading IT vendors



Real time data you can trust

As well as raw live data, the portal uncovers histories and trends, at a more granular level than you can get from normal service reports. All of which can be simply downloaded into SVP, PNG or CSV formats to improve internal reporting and data mining.

ZENO Service Analytics Portal homepage example



MULTIPLE USE CASES

As well as improving insight into managed services, data surfaced through the ZENO portal can be used to better inform IT strategy and planning decisions. Powered by real-time analytics, this deeper knowledge base makes it easier to prioritise resources and investment.

Below are some examples of the managed service activities you can track:



Backup-as-a-Service

Number of protected files
Storage consumption
Detailed backup sets with time-stamped tables



Check you are only protecting what you need to and not running unnecessary backups



DR-as-a-Service

Number of protected VMs
Peak virtual protection group (VPG)
Average recovery point objective (RPO)
VM usage tables
Total storage consumption



See which VMs are covered and spot areas for cost savings



Storage-as-a-Service

Peak storage usage and file trends
Storage volumes, throughput and latency
Peak input/output operations (IOPS)
Detailed storage drill down with time-stamped tables



Flag server volume anomalies and jump on potential issues before they surface



VDI-as-a-Service

Top users by duration and session
Pool usage stats
Unique v. concurrent user comparisons
Full VDI paths with username, desktop ID, machine name and usage histories



Control VDI usage, desktop specs and justifications for upgrades/credits

BENEFITS

The user-friendly ZENO portal releases the true value of managed services by enabling customers to:



See directly into Creative as-a-Service platforms



Proactively manage service consumption



Supplement time-lapsed information on service reports with real-time data



Drill down and export historical and trending data in granular detail



Improve usage and capacity planning decisions



Optimise IT priority and investment

WHY CREATIVE?



Creative ITC

- ✓ Our ratio of technicians to office staff is 4:1, significantly above our peers.
- ✓ Each technician holds, or is close to attaining, the very highest qualifications in their field.
- ✓ When it comes to looking after your critical IT services and infrastructure, our teams are ideally placed to help plug skills gaps and join up the dots.
- ✓ We also strongly adhere to best practice and always look to constantly improve our as-a-service offers.

That's why Creative is a trusted partner for some of the world's biggest brands, involved in many of the largest IoT, cloud and digital transformations. It's also why we have one of the highest customer retention rates in the industry.



DISCOVER HOW

For further information on ZENO and Creative's full range of as-a-Service solutions, please contact:

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