stefanini

DESKTOP MONITORING

Data, Diagnosis & Decision
Proactive Solutions, Unparalleled Results
With Stefanini d³, success has never looked easier.

It's time to get connected to your business. Stefanini d³ is an innovative solution designed to power business productivity by delivering an excellent end-user experience. Stefanini d³ collects and analyzes performance metrics from endpoint systems, allowing our world-class support teams to quickly react to workplace needs and provide unprecedented customer support. Capable of monitoring systems in real time, Stefanini d³ gives our experts extraordinary speed and insight into your business, resulting in faster issue resolution and proactive service approaches. Stefanini d³ will digitally transform your business with unparalleled insight and actionability into:

User Experience Management
Persona Segmentation
Proactive and Reactive Identification and Resolution of Issues
Integration with ITSM tools and AI platform

And the benefits don't end there. d³ also gives your business access to additional advantages to further your investment and truly achieve digital innovation throughout your business with:

Asset Optimization
Change Readiness Analysis
Windows 10 Analysis
Virtualization Candidate Analysis

Learn How d³ Can Digitally Transform Your Business to Reach New Heights

PERFECTING THE END-USER EXPERIENCE

At Stefanini, we put people first. We apply our global expertise and proven support capabilities to ensure end-user satisfaction in whatever we do. These same high standards go into our d³ support innovation.

Stefanini d³ delivers next-generation benchmarks for end-user experience management by analyzing the underlying components that impact the end-user experience.

By factoring in components such as CPU, memory, network latency, application crashes, and more, Stefanini d³ can evaluate and score an end user's overall journey, making their experience capable of being benchmarked, tracked, and trended. Gaining actionable insight into your user's experience allows the Stefanini team to innovate and optimize your applications, as well as make recommendations for high-impact projects that can visibly improve your users' satisfaction and productivity.

By investing in your users, you invest in your future. Let our skilled support teams build your business' agility and value from today onward.

RESOURCE OPTIMIZATION CUSTOMIZED TO YOUR BUSINESS

There's no one-size-fits-all for your business' optimization, and the same is true for your users.
Stefanini d³ allows our innovative teams to use personas to effectively segment the workforce in order to understand and support user needs and workstyles.

By figuring out how, where, when, and why your users are using hardware and software, you can adjust to suit their needs. With d³, you will be able to optimize your hardware and software resources by providing workers with exactly what they need, saving your business valuable resources as you reduce wasted supplies.
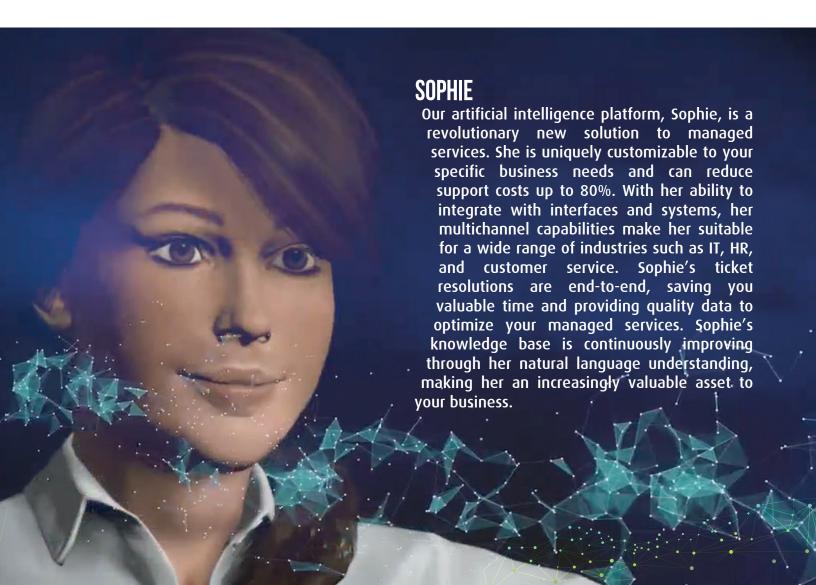
FASTER REACTIONS, PROACTIVE SOLUTIONS

Stefanini's d³ takes reactive support to an entirely new level. d³ quickly identifies issues on any monitored device or system-wide application and allows our world-class technicians a historical view of the device, meaning the user won't need to call when the issue is occurring. With ITSM tool integration, detailed system information will be automatically available within the incident ticket without requiring the end user to collect it.

Imagine gaining insight into the future to stop problems before they even occur.

With Stefanini d³, this has become a reality.

Stefanini d³ is truly innovating the way businesses run through not only unprecedented insight and speed into issue resolution, but also proactive monitoring to ensure that we solve issues before they happen.

By being able to preemptively handle hardware and software issues, we will reduce application downtime and make sure your business never stops running smoothly. Stefanini d³ allows our expert support teams to set thresholds based on performance indicators which, when met, will automatically open a ticket in your ITSM tool. We can even predict issues that will happen in the future through integrating artificial intelligence tools, such as Stefanini's Sophie, introducing true next-generation digital innovation to your business.

SOPHIE

Our artificial intelligence platform, Sophie, is a revolutionary new solution to managed services. She is uniquely customizable to your specific business needs and can reduce support costs up to 80%. With her ability to integrate with interfaces and systems, her multichannel capabilities make her suitable for a wide range of industries such as IT, HR, and customer service. Sophie's ticket resolutions are end-to-end, saving you valuable time and providing quality data to optimize your managed services. Sophie's knowledge base is continuously improving through her natural language understanding, making her an increasingly valuable asset to your business.

INTEGRATION FOR DIGITAL TRANSFORMATION

With our decades of technological experience and robust marketplace knowledge, Stefanini can bring truly customized digital transformation to your enterprise. Through examining your business holistically, we can determine the best solutions that will drive greater productivity, maximum ROI, and unprecedented satisfaction for all of your shareholders.

Digital transformation begins with integration. With the Stefanini d³ tool, we can integrate ITSM tools such as CA ServiceNow and BMC. These integrations automatically enable IT support technicians the ability to pull user experience scores and device history into the incident ticket, equipping them with vital troubleshooting information from the beginning of the call, allowing for faster and more optimal resolutions.

Similarly, by integrating Stefanini d³ with Sophie, the world's premier corporate AI agent, your business will gain the ability to perform proactive system management to prevent issues before they occur, bringing a new level of performance to your enterprise.

Let's work together to digitally transform your business with the Stefanini d³ solution, to build incredible solutions for unparalleled results.

CO-CREATING SOLUTIONS FOR DIGITAL TRANSFORMATION

Stefanini understands that excellence, quality, and continuous innovation are factors that guarantee the overall satisfaction of our clients and build lasting business relationships. Since 1987, Stefanini has worked to exceed the expectations of our customers, employees, and shareholders through technology solutions and innovation. As a global provider of technological services, we are large enough to get the job done, while small enough to be customizable and flexible to your business' unique needs.

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