

ZERO PLUS⁺

Secure solutions
— trusted to work.

Continuous Network Experience &
Intelligence (“CNEI”)

Service Description

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A different approach to IT Monitoring

Online is today's default status. Everything we do, watch, buy, sell is online. The shift to the cloud and the increasing adoption of SaaS platforms and products has made us cloud dependant, and with that, reliable connectivity is a must.

Slow is the new broken

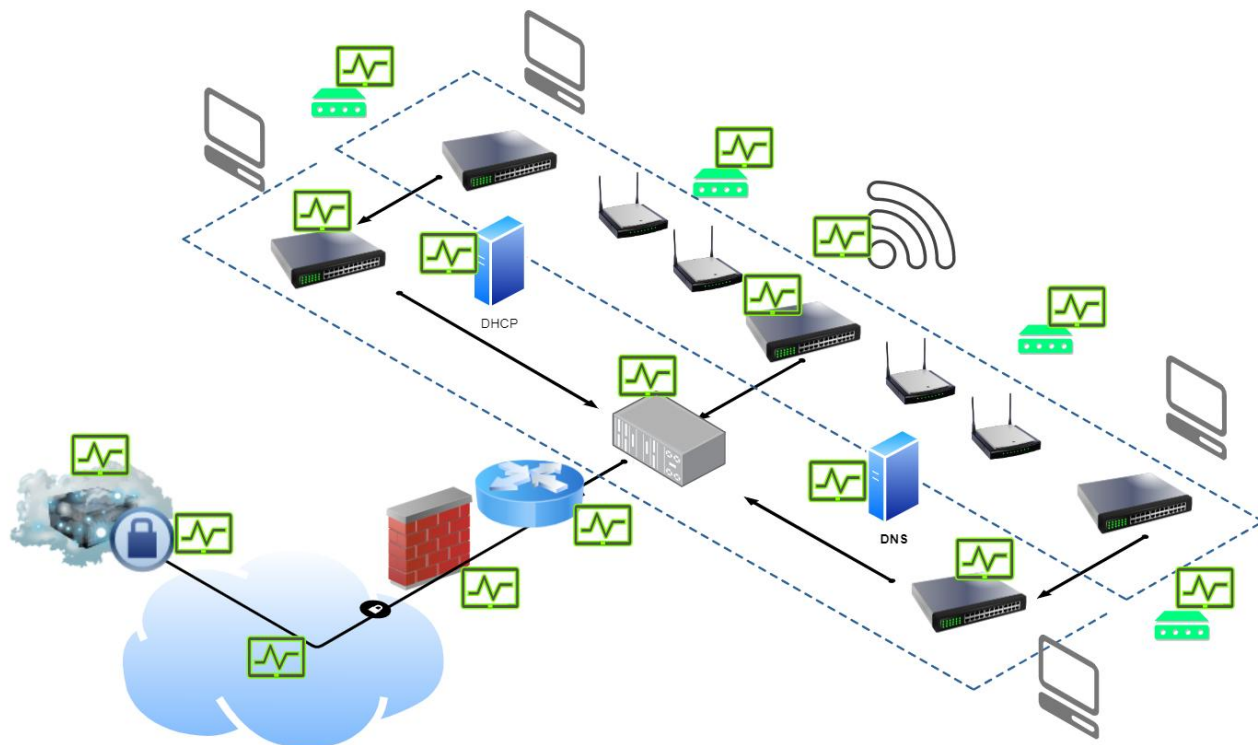
Your efficiency is optimised when your designated line-of-business applications are reliable and responsive. As soon as something slows down, you waste time looking for an alternative or a workaround to get back into business. Wasted time amplifies when other employees are experiencing the same pain. It's worse when it's affecting your clients.

User experience is impacted directly by good or bad IT performance. From the moment we go online, we initiate a chain of events within your technology environment which you expect to function correctly to achieve the requested outcome. If at any point, any of those elements is delayed or fails, the user's experience is compromised.

The computing network is a complex combination of components working together to deliver services to end-user devices, typically managed by multiple providers with separate, disjointed monitoring. Online Applications (SaaS), cloud services, internet connectivity, wireless/wired local network, back-end systems, are consumed as one and form what we call the computing network.

This is why monitoring is only truly effective when it continuously assesses the complete IT service chain from the user perspective.

Representation of typical IT services monitored with CNEI



Service Overview

Continuous Network Experience & Intelligence (CNEI) is a fully managed digital experience monitoring service that provides objective, end-to-end visibility of how users experience digital services.

Designed for UK Central Government, Arm's Length Bodies and regulated public-sector environments, CNEI enables departments to assure the performance of cloud, SaaS and network services in complex, multi-supplier ecosystems.

The service is delivered by Zero Plus and built on the proven Continuous Network Assessment (CNA) platform.

The Challenge We Address

Public sector organisations increasingly rely on:

- SaaS and cloud-hosted applications
- Hybrid and remote working models
- Multiple network, cloud and service providers

While these services are often well monitored in isolation, departments frequently lack **a single, authoritative view of digital experience as consumed by users.**

When performance degrades:

- User productivity is impacted
- Incident resolution is delayed
- Responsibility is disputed between suppliers
- Service assurance relies on partial or subjective data

CNEI addresses this by continuously assessing the **entire digital service chain from the user perspective.**

Our Approach

CNEI provides a **user-centric, experience-led monitoring capability** that treats digital services as users do — as a single, end-to-end experience.

The service continuously measures:

- Application availability and responsiveness
- Network paths, latency and packet loss
- Wired and wireless connectivity
- Cloud service health
- End-user device performance

This enables departments to move from reactive fault finding to **proactive service assurance and continuous improvement.**

What the Service Delivers

Experience-led assurance

Independent measurement of service performance as experienced by users, not inferred from infrastructure metrics alone.

Faster incident resolution

Correlated insight across user, network, cloud and application layers enables rapid root-cause identification and targeted escalation.

Proactive service management

Early identification of degradation trends supports preventative action before user impact becomes widespread.

Supplier performance transparency

Objective data to support service reviews, governance forums and evidence-based engagement with third-party suppliers.

Core Platform – Continuous Network Assessment (CNA)

CNEI is underpinned by the Continuous Network Assessment platform, which operates without requiring changes to existing network architectures.

CNA behaves like a real user, emulating service consumption and capturing performance data continuously and securely.

Three Key Components

1) CNA Cloud Unit

The central analytics and visualisation layer, available as:

- Zero Plus–managed cloud service, or
- Customer-hosted private cloud deployment

The Cloud Unit aggregates data, applies analytics and presents real-time dashboards, alerts and reports.

2) CNA Sensors

Secure, single-board devices deployed at key user locations to emulate real user activity.

- Outbound-only communication
- Encrypted data in transit and at rest
- IASME Cyber Assurance Level One accredited
- Approved for UK Government use

Sensors provide objective, location-based experience monitoring.

3) CNA Agent

Lightweight software agents deployed on end-user devices and servers to extend visibility into:

- Application reachability and response times
- Network paths and DNS performance
- Wi-Fi quality and roaming behaviour
- Device and workload health

Cloud and Hybrid Environment Support

CNEI integrates directly with major public cloud providers including **Azure, AWS and GCP**.

Capabilities include:

- Monitoring across multiple subscriptions, accounts and regions
- Unified dashboards spanning hybrid and multi-cloud estates

- Automated discovery of new cloud resources
- Correlation of cloud-native metrics with real user experience

This enables departments to maintain a **single operational view** across complex hybrid environments.

What Makes Zero Plus Different

- **Fully managed service** — minimal operational overhead for internal teams
- **Rapid deployment and expansion** with pre-configured dashboards and optional customisation
- **Vendor-neutral service assurance** across networks, SaaS and cloud providers
- **Designed for complex, multi-supplier public sector environments**
- **Aligned to ITIL and ISO/IEC 27001** operating models
- **Free Proof of Concept (PoC)** to demonstrate value in your environment at no cost
- **Proven delivery in UK Government**, with CNEI already in use across multiple departments to support service assurance and operational improvement

CNEI is not a standalone monitoring tool — it is a **managed experience intelligence service** designed to support governance, assurance and operational decision-making.

Key Features

- 24/7 monitoring of business-critical digital services
- End-to-end visibility from user to cloud
- No changes required to existing network infrastructure
- Secure public or private cloud deployment options
- Flexible alerting via email, Microsoft Teams, Slack, webhooks and ITSM tools
- Historical data retention for trend analysis and reporting

Business Benefits

- Improved user experience and productivity
- Reduced incident resolution times
- Clearer accountability across suppliers
- Evidence-based service assurance and reporting
- Early identification of service degradation
- Improved value from digital and cloud investments

Typical Public Sector Use Cases

- Assuring SaaS and cloud performance for hybrid workforces
- Supporting ITIL Service Management and CSI activities
- Independent monitoring of third-party network and cloud providers
- Diagnosing Wi-Fi and connectivity issues in offices and hubs
- Providing operational assurance for citizen-facing digital services

Service Levels (Summary)

- Platform availability target: **99.5% per month**
- **Service hours:** 08:00–18:00, Monday to Friday
- Defined response times for configuration changes, dashboards and alerts
- Critical security **patches applied next working day**

Full SLA details available on request.

Optional Design and Deployment Services

Where required, Zero Plus can provide additional services including:

- Experience monitoring design workshops
- Sensor placement and site surveys
- Pre-staging and zero-touch deployment
- Implementation, handover and optimisation
- Ongoing reporting and service review support

These services are delivered through a flexible, consultative engagement model aligned to CCS framework requirements.

Summary

Continuous Network Experience & Intelligence provides **objective, real-time assurance of digital services**, enabling public sector organisations to understand, manage and improve digital experience with confidence.

Delivered by Zero Plus, CNEI is proven, secure and aligned to the operational realities of UK Government.