

# Intergence announces Global UX Managed Service at IP EXPO 2012

Submitted by: Kiss Communications

Wednesday, 10 October 2012

---

Intergence (<http://www.intergence/>), the leading IT Optimisation Consultancy and Professional Services company focused on providing high quality IT availability for clients, will be launching its latest UX Managed Service at Stand C11, Earls Court 2, on 17th – 18th October.

The new service uses Intergence's (<http://www.intergence.com/>) global monitoring platform of virtual agents to provide User Experience Reporting. The service can alert users to issues which may affect their productivity, wherever they occur on the Internet, and also give the reason for the problem occurring, so as to prevent it happening again. The analysis and insight that Intergence (<http://www.intergence.com/>) brings can be used in many areas relating to UX, from planning product launches in new regions through to SLA management.

The service allows businesses to be far more confident and proactive when tracking down impairments to user productivity, as well as predicting the impact of strategic changes such as locating new datacentres or application delivery planning – migrating from private networks to the Internet.

Rupert Ogilvie, Optimisation Consultant at Intergence (<http://www.intergence.com/>), comments:

“Improving poor user experience is an increasingly important driver for CIOs. Whilst it's relatively easy to install tools and collect data to measure the performance of servers and other equipment, it's the human experience, the “Perceptual Quality” that really matters. Poor user experience can lead to frustration, low productivity and ultimately lost revenues, but knowing what will really help users means that scarce resources can be targeted more effectively.

“Many people think that the Internet is an inherently unstable place for business-critical functions, but this has changed and it needs to be reflected in people's outlooks. The Internet is generally no worse than any other delivery mechanism. With Intergence's (<http://www.intergence.com/>) UX Managed Service, customers can feel confident that they will be able to deliver the same high level of service that their customers will be used to, saving them money and guaranteeing the availability of their services”.

To find out more about Intergence and its UX Managed Service, please visit Stand C11, at IP EXPO 2012, Earls Court 2, 17-18 October 2012.

---ends---

## About Intergence

Intergence (<http://www.intergence.com/>) is an independent IT Consultancy and Professional Services firm, headquartered in Cambridge, UK, with a regional office in the Middle East (Dubai, UAE). Privately Owned, Intergence was founded in 2003 to address the growing requirements of clients demanding high-level impartial expertise in networks and IT. Our close relationship within the Cambridge academic community enables us to innovate in partnership, rapidly incorporating the latest technology advances into our

solutions. Intergence are experts in IT Optimisation, specialising in areas such as application, infrastructure and data centre optimisation. We provide Consulting Services to align IT to your business strategy; Resourcing to provide highly skilled expertise and Managed Services to deliver challenging IT projects on time and to budget.

Utilising a unique combination of world class expertise, industry-leading methodology and unique tools, Intergence has a clear and common purpose - to allow our clients to extract more value from their existing assets, whilst delivering a first-class service.

Intergence will be exhibiting at Booth Number Stand C11, Earls Court 2, London on 17-18 October 2012

For more information, please visit: [www.intergence.com](http://www.intergence.com)

Follow Intergence (<http://www.intergence.com/>) on Twitter (<http://twitter.com/#/intergence>)

About IP EXPO 2012 - Where technology works together

IP EXPO is the UK's Number ONE Enterprise IT event, bringing you everything you need to know about IT infrastructure under one roof. Join us for two fact-filled and fun days in October to see 240 industry-leading exhibitors and gain valuable insights with 260 stimulating seminar sessions (<http://www.ipexpo.co.uk/Seminars>) across 18 content theatres featuring thought-provoking keynotes from high profile industry speakers.

The event takes place from 17th - 18th October at London's Earls Court 2.

For more information, please visit: [www.ipexpo.co.uk](http://www.ipexpo.co.uk) (<http://www.ipexpo.co.uk/>)

For further information about Intergence, please contact:

Laura Brown/Justine Smith

KISS Public Relations

T: + 44 (0)208 12345 75

E-mail: [laura @kisscom.co.uk](mailto:laura@kisscom.co.uk) (<mailto:laura@kisscom.co.uk>)

[justine@kisscom.co.uk](mailto:justine@kisscom.co.uk) (<mailto:justine@kisscom.co.uk>)