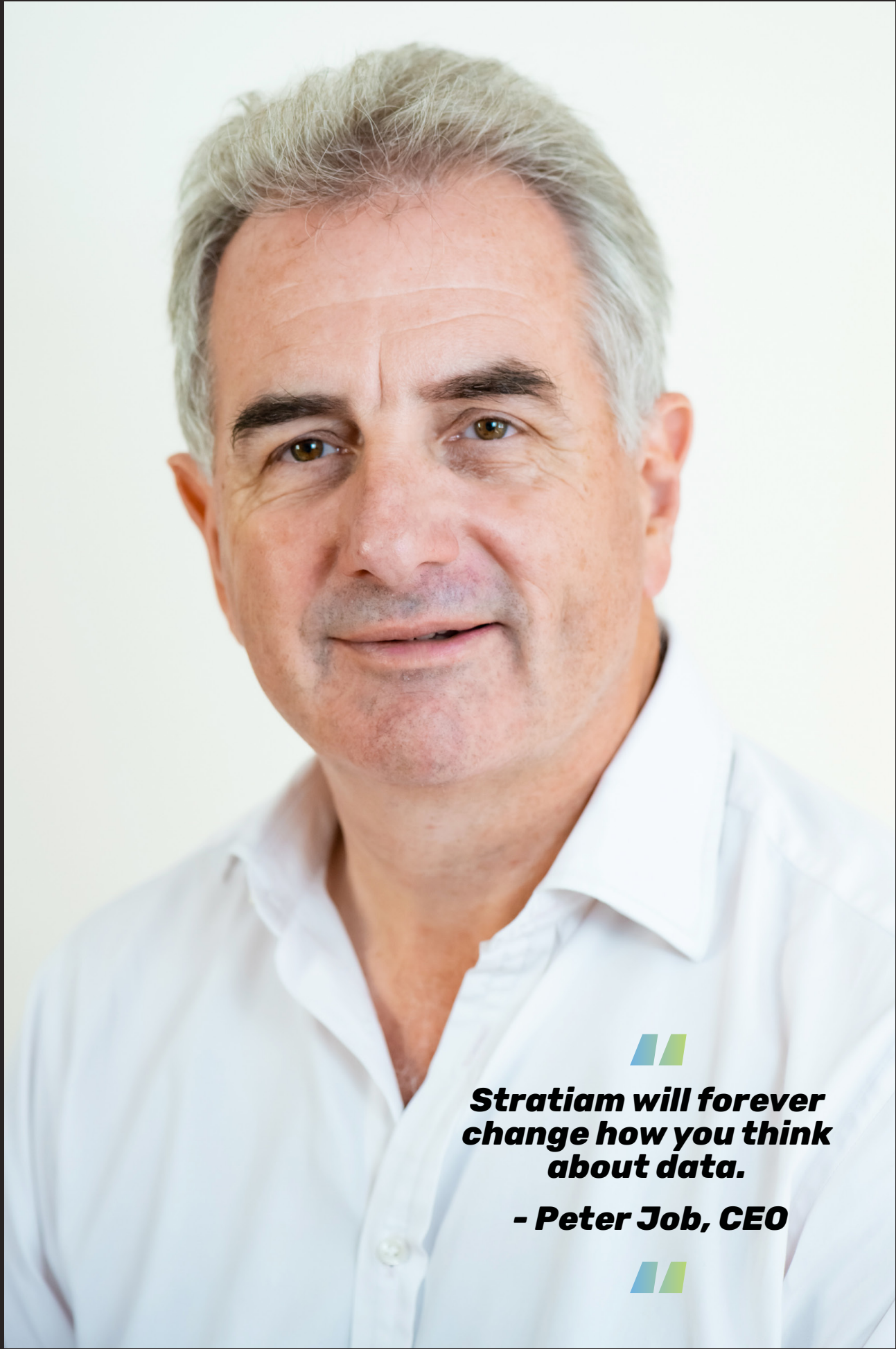


USER GUIDE AND MORE

Full details on Intergence's flagship product, including all of Stratiam's latest features, user guide, and more information.

This book is Intergence copywrite and was last updated in Feb 2022.





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About Stratiam

What Integence's flagship product does and how it adds value.

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A summary of the main feature highlights that Stratiam offers.

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Explains in detail how Stratiam can be used for Managed Services, Digital Transformation, IOT and more...

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How to get going with Stratiam in 3 easy steps.

www.stratiam.com

Extended information and the option to sign up for a free trial of Stratiam can be done on our microsite at www.stratiam.com

ABOUT Stratiam

Today's insights. Tomorrow's innovations.

Introducing Stratiam – the revolutionary new solution offering incomparable data analytics and transformative business potential.

Developed with business transformation in mind, Stratiam makes your data, applications, processes and performances visible from a single platform. Get ready to reinvent your business via insights, AI and powerful machine learning.

Our accreditations:



www.stratiam.com



What Stratiam does:

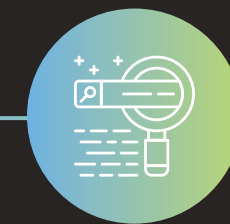
Stratiam, connects to all of your organisations data via our proprietary API connectors. It then securely stores this data in a datawarehouse from which this data can be queried. Using advanced query language we can then cross-correlate signals from multiple data-sources to derive a single source of truth. Best in class data-visualisations and dashboards are built against these datasets and a reporting interface is put onto the data should you wish to build your own queries or reports. If required machine learning modules can also be used for predictive analytics.

How it adds value

Stratiam gives you an extremely transparent view of your entire organisation's healthy by surfacing the key metrics from all the noise. This allows you to take informed decisions faster which saves time and money.

PRODUCT Highlights

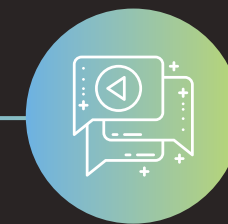
Delivering a holistic and powerful approach to data, Stratiam lets you view your every company asset and measure the statistics that matter most – all from a simple Cloud interface.



Simple

Everything in one view.

Check network health, security, databases and devices at a glance with a simplified view of your IT infrastructure.



Easy

Compatible with multiple software solutions.

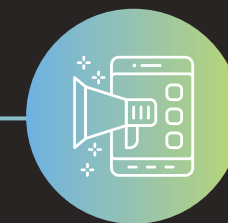
From SaaS to CRM, Cloud platforms to identity management, view all your connected services in isolation or in tandem.



Control

KPIs you control.

Set your own KPI thresholds based on metrics that matter - be they sales, security or CRM analytics.



Insights

Relevant alerts.

Decide what alerts are important and whom these should be directed to. Use these to pick up on issues before they occur.

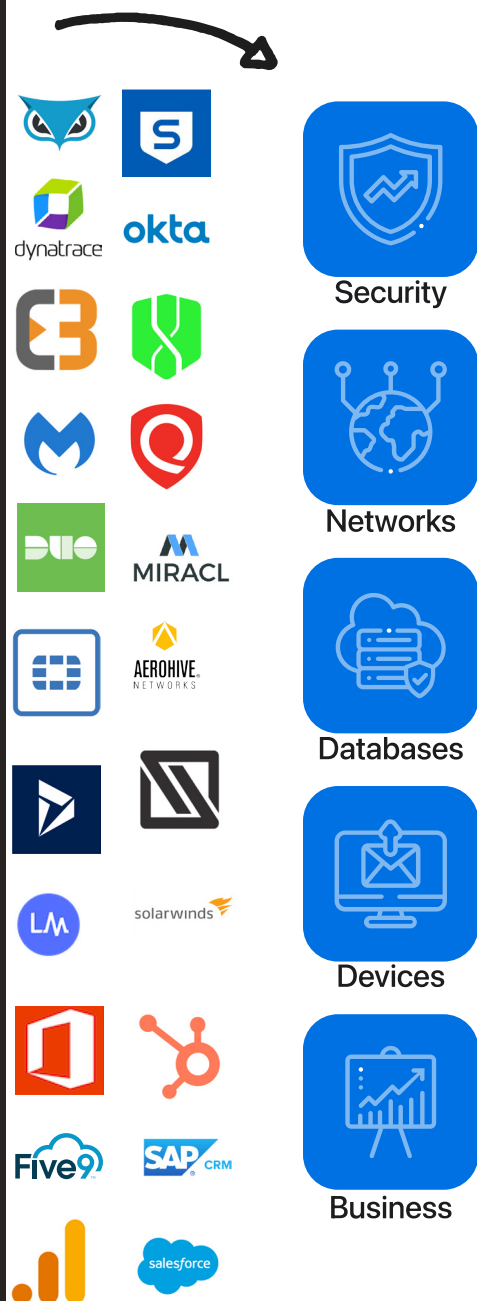
THE WHITEBOARD

Explanation

A few of us at Intergence are visual thinkers and pre-pandemic times we used to detail our ideas, visions and plans on whiteboards. And below is a slightly cleaned up adapted 'whiteboard' description of what Stratiam does.

We connect to API connectors, transform the data and place into a data insights environment. This can be then queried by several insights views all protected by MFA.

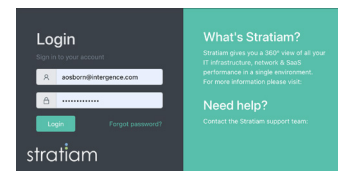
Pre-built connectors



Data transforms



ELT / Correlations /
Blends / Other Magic



MFA

Insights



Portal / Dashboards / Reports / Alerts

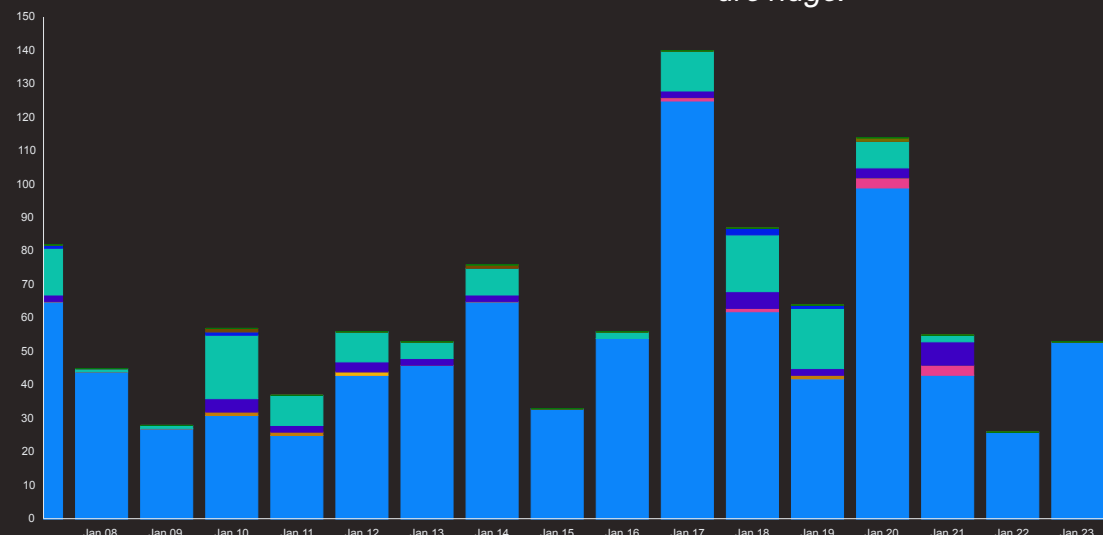
Stratiam for: Managed Services

Managed Service desk operators typically look at signals generated across several monitoring platforms. But as the plethora of devivces and corresponding data sources for this has exploded in complexity - staying on top of everything has become a minefield for operators.

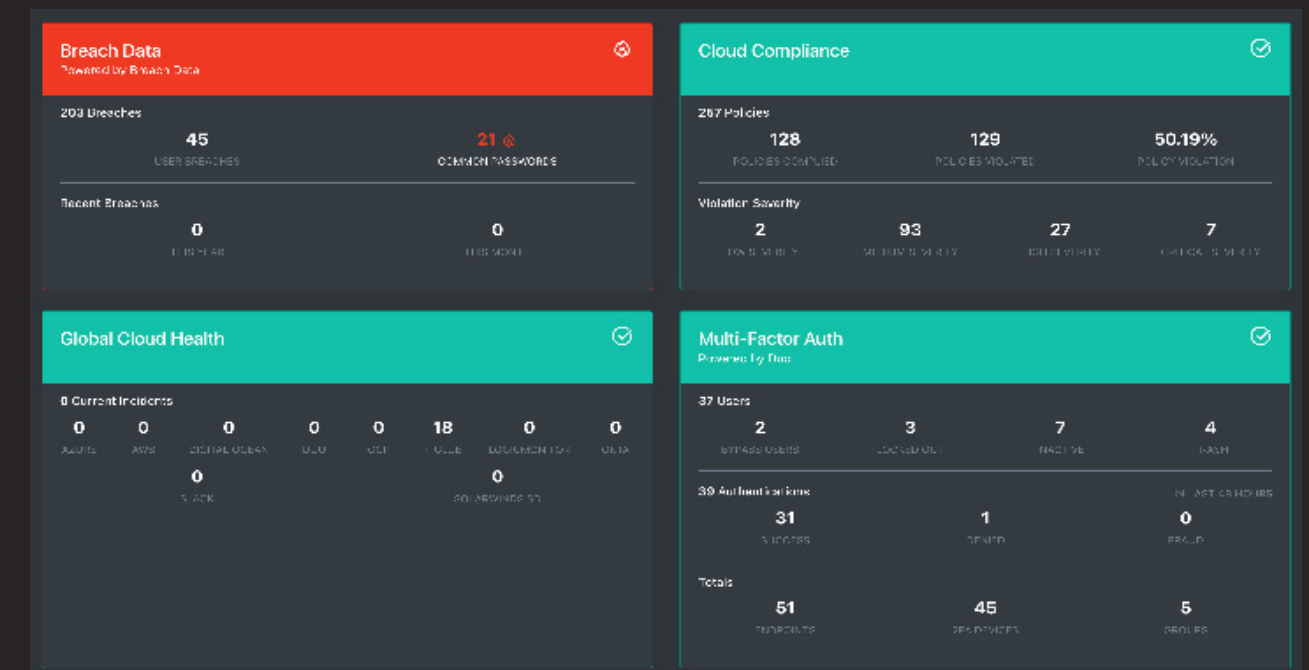
This produces several points-of-weakness, for example remembering passwords, blind spots in detection systems that are seldom used, and at times signals that might tell a different story in regards to the health of the systems that the service desk are trying to monitor. In addition, maintaining several systems makes the reporting of overall performance of these systems, to senior management, arduously complex and error-prone.

Stratiam
reduces our
overall MTTR.

Stratiam removes weak-spots by connecting to and combining all your IT data into a single environment. It will cross-correlate signals from many data sources to provide a reliable and 'single source of truth'. This makes working with ever-complex IT systems easier and allows the route-cause of any issues to be found quicker, which leads to faster response and resolution times (MTTR). For which the economic benefits of fast resolution are huge.



Stratiam's dashboards are clean, clear and easy to navigate by service desk operators and have easy to share 'helicopter view' / overviews of every single datasource they are tracking. Which means CTO / CIO / C-level execs can see at a glance what the overall performance of their entire IT system is doing.



Key features:

- Data aggregation
- Pre-built dashboards
- Reporting & alerting



Key benefits:

- Easier operations
- Saves time
- Saves money



Suitable for:

- IT Managers
- Service Desk
- CIO / CTOs / C-Level

Stratiam for: Digital Transformation


Developed with business transformation in mind, Stratiam makes your data, applications, processes and performances visible from a single platform. Get ready to reinvent your business via insights, AI and powerful machine learning.

**Planning,
preparing and
perfecting your
future**




From our humble origins as IT consultants, up to our current-day Managed Services and revolutionary Stratiam solution, if there's one thing the Intergence team knows, it's the power of transformation.


We ensure your business stays up-to-date, forward-thinking and ready for anything. From initial consultation, through to implementing your technical transformation and providing visible benefit realisation, Intergence is the ultimate partner for your current and future enterprise.



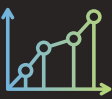
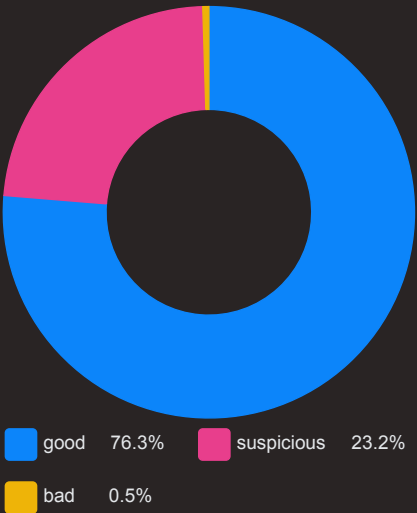
We prioritise quick wins; identifying and executing business opportunities that enable you now and for the future.



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Stratiam has an unique way to provide a digital scorecard and give you a fingerprint snapshot of your overall digital performance. It can benchmark this score against where you should be, this means that not only do you have a detailed performance score, you'll also know the areas of improvement you need to work on, so that these can be addressed in a priority order.



Key features:

- Digital Scorecard
- Proven Methodologies
- Action Lists



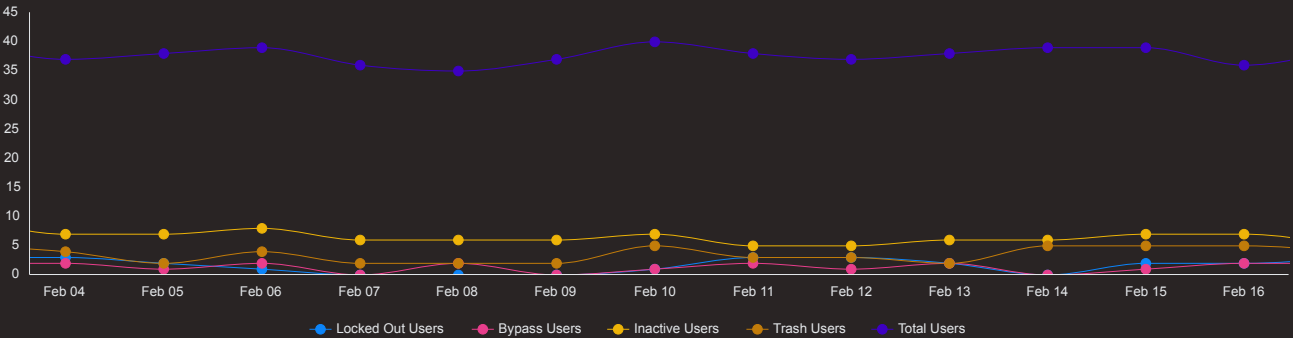
Key benefits:

- Team on same page
- Cost reduction
- Time saving



Suitable for:

- C-Level
- IT Managers



Stratiam for: IOT

Our connected world is exploding in size and complexity. When internet connectivity was first rolled out, a typical household would have 1 or 2 devices on that network. With the advent of smartphones, smart watches, smart scales, tablets, etc, etc... it now isn't atypical to have 20+ devices on a single home network.



**Stratiam is the
perfect solution for
making sense of
IOT data.**



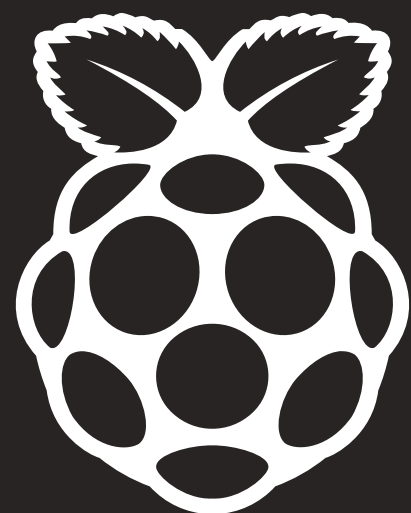
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With the advent of smartphones, smart watches, smart scales, tablets, etc, etc... it now isn't atypical to have 20+ devices on a single home network. These changes are happening at work too as offices, and other environments are becoming smarter, and more connected with a variety of sensors. And all these connected devices generate huge amounts of data.



It is massively beneficial to understand IOT data at an aggregate level so that signal can be separated from noise. And to show what the stories are behind all the data produced and what the actual experience might be to a user where those sensors are placed. Where is the wifi signal inadequate? Where is office space under-used? Where are we wasting money? Etc etc.

Stratiam is extremely good at rolling up aggregate figures from huge datasets and is built on the best database environments to do this at speed (e.g. GCP/Azure). Our multi-disciplined engineering team has experience working with IOT, big data and follows best-in-class data-visualisation practices. So however complex your IOT sensor network is we can build the full end-to-end data-collection => insights layer into your Stratiam portal.



Key features:

- **Big Data ready**
- **Pre-built dashboards**
- **Custom dashboards**
- **End-to-end capabilities**
- **Machine Learning**



Key benefits:

- **Our experience**
- **Faster deployment**
- **Time saving**



Suitable for:

- **C-Level**
- **Engineering Team**

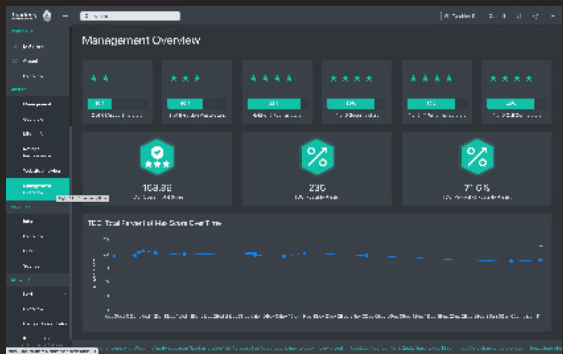
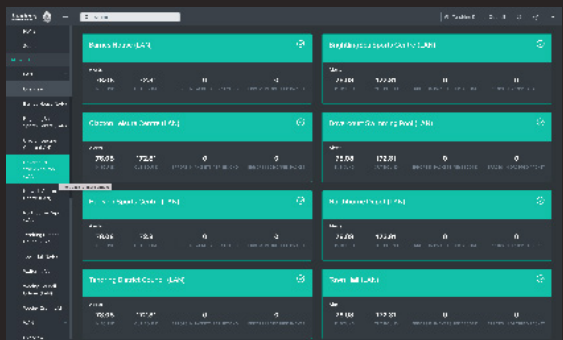
Stratiam for: Local Government



“Stratiam has been a significant game-changer for how we optimise services.”



— John Higgins,
Head of IT Information Governance,
Emergency Planning & Business
Continuity.
Tendring District Council



Case Study: Taking a District Council to the Next Level of Digital Transformation using Stratiam.

Background:
Thanks to strong leadership, the council has made significant progress in recent years, transforming how they deliver services. They have achieved this by deploying digital tools, such as Granicus, that automate processes. Enabling an automated, online experience, using intelligent online forms has shifted customers/ residents from expensive means of contact and saved the council significant sums of money.

Automating processes such as missed bins, has allowed customers to contact the council via their MyTendring account using a web-based form, which has reduced the cost of reporting from £5 to less than 5p a transaction! However, whilst huge steps have been made, the council, in partnership with Intergence, felt more could be done to use the data from online service delivery to drive further cost and revenue savings.

Outcome:
Stratiam has allowed teams to quickly pinpoint and predict service issues in real time. It has also improved the quality of the reported data and reduced the cycle time to conduct analytics, resulting in faster and more accurate decisions to improve services at significantly lower cost. As an example, missed bins complaints is a common problem and can be very time consuming for teams to investigate and get to the root cause.

Stratiam is able to identify repeat complainants, and by integrating with Google maps, allows teams to view the resident's home to check if access restrictions are the possible and genuine cause.

Stratiam provides insights from data that the online process alone wouldn't surface. For example Stratiam can trigger an email or SMS notification, when customer sentiment is low or if a similar service issue has been reported multiple times. It can also alert staff when contact details are missing for garden waste subscriptions or taxi license renewals, which means it's much faster to recover revenue on time and in full.

Tendring District Council is a council in England that's the home to nearly 150,000 people.

As a second-tier local authority, it is responsible for services that include planning, rubbish collection, recycling, council tax, housing, leisure centres, parks and seafronts.

The council covers a large geographical area, which is a mix of rural, urban and coastal areas.

In addition to its residents, the area normally (pre-pandemic) attracts many tourists and holidaymakers during the summer season, creating extra demand for its leisure and environmental services in particular. It also hosts a huge annual air show, the 'Clacton Air Show'.

Clacton On Sea

Dovercourt

Bradfield

Alresford

Thorrington

Weeley

Parkeston

Little Clacton

Harwich

Great Bromley

St Osyth

Frinton On Sea

Holland On Sea

Walton On The Naze

Great Oakley

Kirby Cross

Jaywick

Lawford

Ramsey

Kirby Cross

Tendring are also using Stratiam to analyse NPS (Net Promoter Score) data, reported by customers via their website and MyTendring portal. The software will quickly analyse trends and instantly interpret, structure and report on positive and negative comments made by customers.

This significantly reduces the time spent by teams analysing NPS data from days to seconds, allowing them to focus on taking appropriate interventions and improving the quality of service they provide.

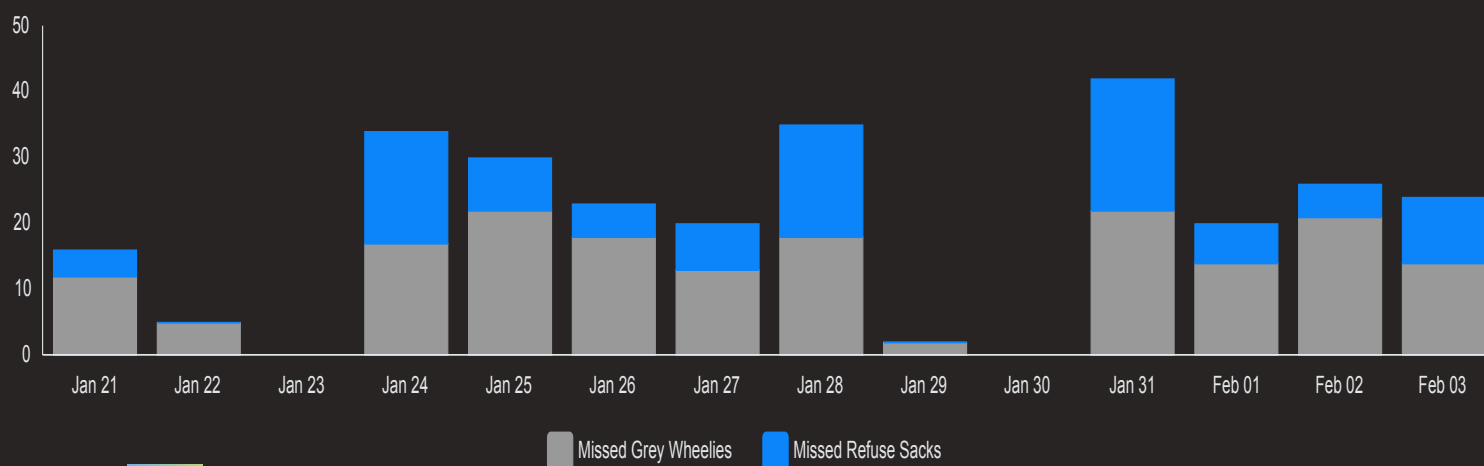
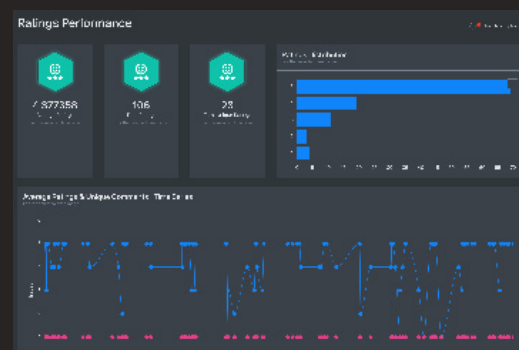
Finally, and one of the best things Tendring District Council have experienced about Stratiam, is that it is built with usability in mind: "You don't have to be an expert in data analytics to use it and it's really simple to deploy," says Anthony Osborn, Stratiam developer. Pre-built API's can easily ingest data from multiple sources, the data is automatically blended and correlated and then through beautifully crafted dashboards made usable for anyone from the council, who needs to access it.

Key benefits to Tendring District Council

Stratiam is saving Tendring hundreds of hours a month, previously spent exporting CSV files from their online forms system and generating manual reports. This means teams can now spend more time on preventative measures and value adding tasks.

Stratiam turns data from multiple sources into powerful insights in an instant, enabling TDC's customer services teams to make faster and more accurate decisions, which is improving the quality of service at significantly lower costs.

Stratiam is easy to deploy, simple to use and very cost effective. Pre-built API's connect easily to TDC's online forms system and analysis is available in a visual, usable format almost in real time. It's SMARTiles™ technology allows users to quickly drill down through multiple data sources to locate problems and combined with machine learning capability, the software is able to alert the council and its customers about service issues, before they are about to happen. Finally, and most importantly, Stratiam is helping the council move to the next level on their digital transformation journey, so they can continue to meet the needs of their visitor



To see how Stratiam could work on your data please visit our website to sign up for a free trial!

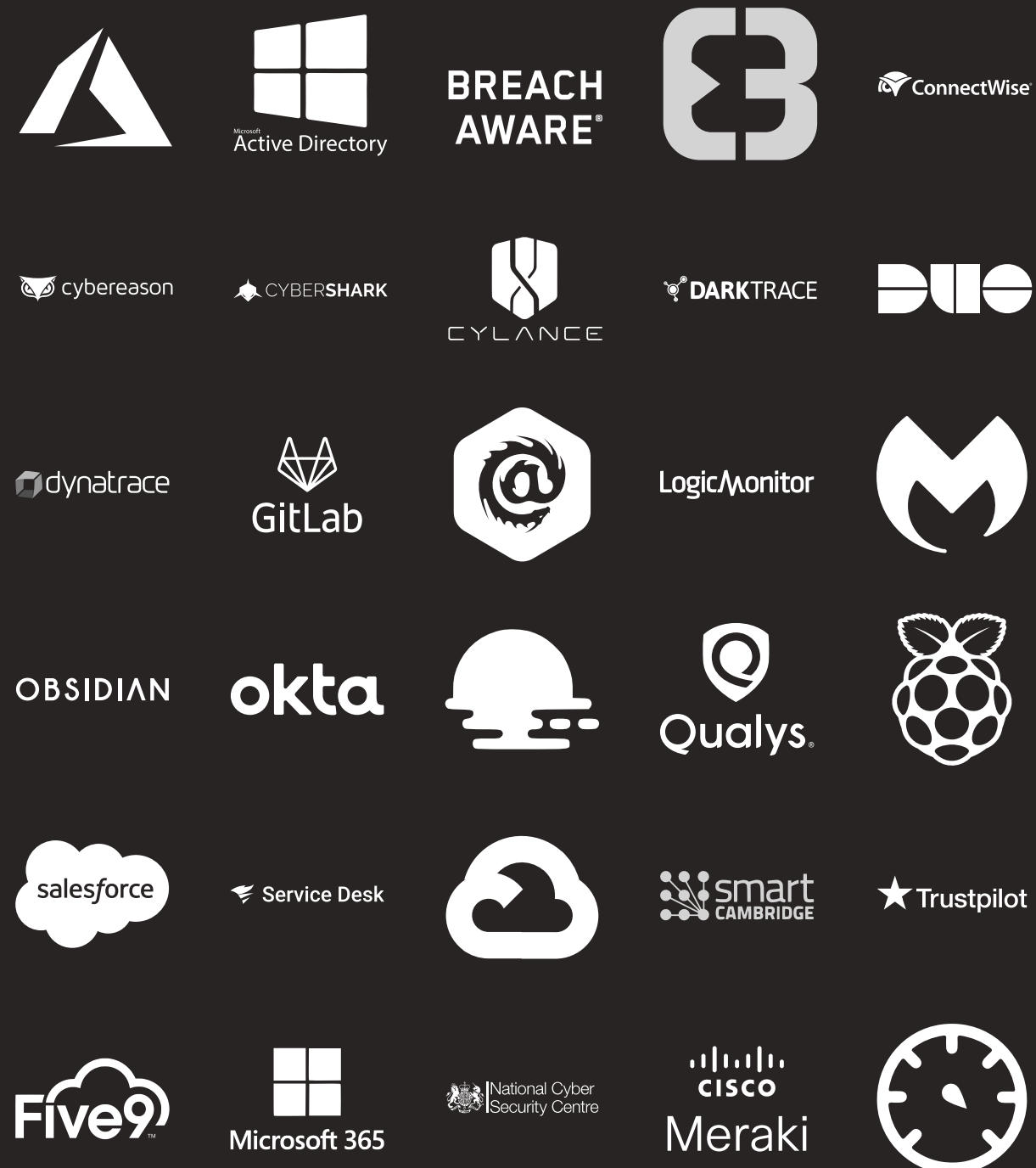
www.stratiam.com

Free Trial



EXAMPLE Connectors

Stratiam has hundreds of connectors that allow you to access multiple third party data-stores. This includes many modern cloud databases (e.g. GCP, Azure, AWS), a huge list in the IT networking and security spaces and other general data. We are also able to build custom connectors on demand.



STRATIAM Feature List

There's a fully documented list of our ever-growing feature-list detailed on our website. Some examples of which are below.

API Connections We've done the hard work connecting to your favourite data sources, so you don't have to. Need something custom? We can do that too.	Modelled Data Our experts break data down to simple building blocks, ready to fit together and create insights.	Visual Dashboards We can design beautifully crafted visual dashboards for you or you can plug and play many of our existing ones.
SMARTiles™ The fastest way to drill down through multiple data sources. Thresholds are configurable and you can customise SMARTiles to your brand.	360° View All of your data in one place at the touch of a button, giving you a single pane of glass of your IT data and performance.	Fresh Data We've done the hard work connecting to your favourite data sources, so you don't have to. Need something custom? We can do that too.
Monitored SLAs Got a business critical SLA? We can provide performance monitoring and alerts to help ensure SLA criteria are achieved.	Full Compliance We constantly monitor compliance across our tools to prevent violations. Our staff are fully trained and vetted for your peace of mind.	Mobile Alerting Need warning when you're out and about or even waking up? We've got you covered with SMS and phone call alerts.
Machine Learning Find out what's likely to happen next and remain a step ahead when we set up predictive analytics on your data.	Data Export Need to get in the new 'guise'? Stratiam allows you to export the underlying data with ease so you can do your own analysis (or for bedtime reading).	Correlated Data Multiple data sources combine to provide signals in the noise and uncover different perspectives on the same data.
Portal An admin area for managing sub-organisations, which is fully secure, efficient, applied time, usability and the ability to control billing.	Audit Report Combined data sources can be rolled up into a single audit report or snapshot, which is the equivalent of an MDT for all your data sources.	Benchmarking Allows you to compare your metrics and performance with industry equivalents. For example, is 3 breaches-per-day good or bad?

Machine Learning:

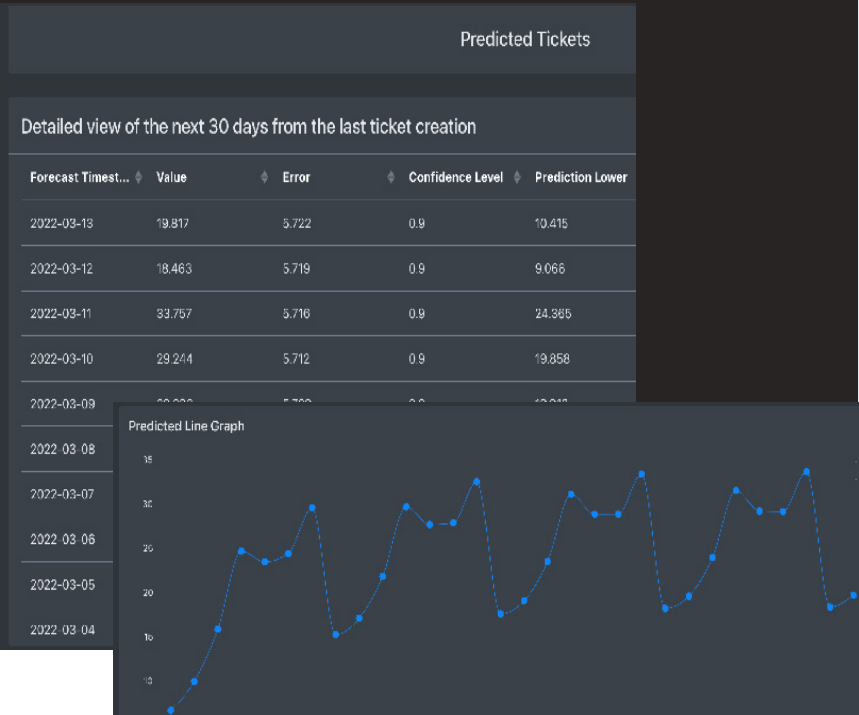
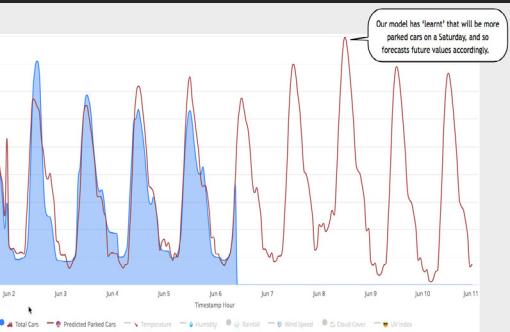
With Stratiam's machine learning you can predict what issues might occur when and where... before they do... this is massively valuable.

Not everything in life is predictable but lots of things tend to have a frequency pattern. A trained eye can often spot these patterns if it knows what it is looking for - but we're often too busy to be spending hours pouring over data and report. And that's where Stratiam's machine learning comes in.

Stratiam machine learning can be pointed at any type of dataset and automatically 'learn' things about this dataset. For example if a server hits max CPU everytime a report is run on the first Monday at the start of the month, Stratiam will identify the frequency event - that the human eye might have been too busy to notice.

This means Stratiam can alert users of likely events happening in the future 'before' they do.

Stratiam's machine learning has been used to predict ticket / issue volumes, network bandwidth, CPU and other examples in the IT space. For more general analytics it can also be used to show where and when to park in our local city!



Getting started:

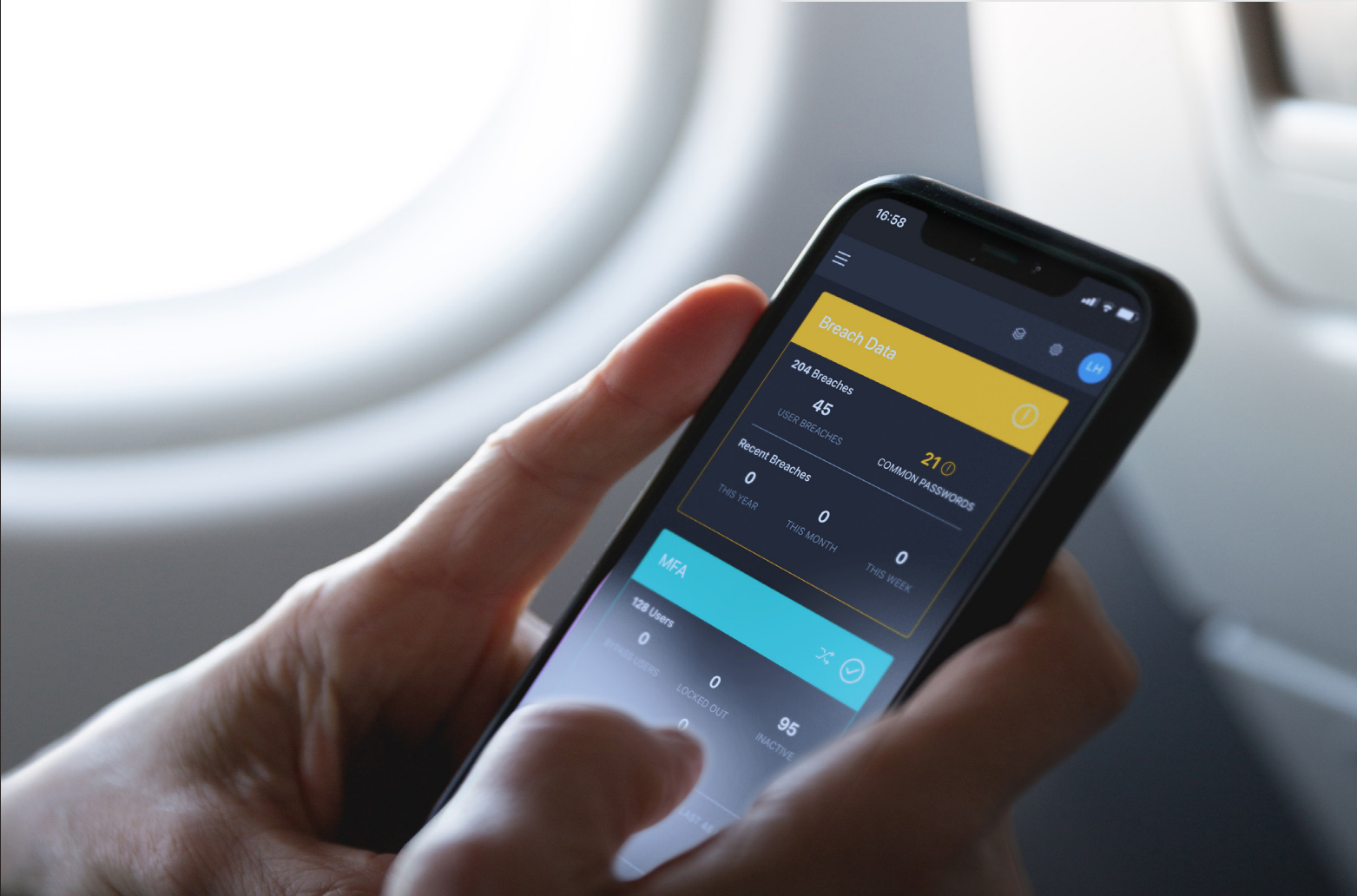
Getting started with Stratiam is easy. Decide data sources, allow API access and choose a dashboard type.



Log in to either your trial version of Stratiam or client account. Stratiam supports multifactor authentication for ultra secure platform management

Select which data-connectors you wish to pull your data down from. Each connector will require different API properities. For which you might need to generate an API key.

Chose which of our pre-built dashboards you'd like to use to start to visualise your data. Pre-built dashboards are a great way to get started and we also support full customised dashboards too.



www.stratiam.com



STRATIAM Iconography

Icons have been used since the dawn of time to communicate, even before words and numbers themselves! Here are some of the icons we use in Stratiam dashboards, These are either applied to pre-built, bespoke or custom dashboards.



OUR DEV Team

Our team has combined knowledge of networking, security, data analytic / data science, data engineering software development and machine learning.



Dave Poulton | CTO



Dave has designed, developed and managed some of the world's largest network environments at some of the world's largest companies, including Thomson Reuters and Cable & Wireless.



Anthony Osborn | Development Manager



Anthony has an aptitude for distilling huge datasets down into meaningful insights. Prior to architecting Stratiam's product development roadmap - Anthony was the Digital Analytics Manager at Dyson.



Ian Porter | Senior Developer



Ian is fluent in every coding language relevant to the modern web and is highly proficient at connecting to & transforming datasets. Ian is great at ingeniously simple solutions to the most complex of problems.



www.stratiam.com



“Data is the new gold”

stratiam

Intergence Headquarters,
Pampisford Court,
Brewery Road,
Pampisford
Cambridge
CB22 3HG

www.stratiam.com