



Pulse

Proactive Monitoring and Resolution for Maximum Uptime and Minimal Disruption



In today's competitive global business landscape, minutes matter and downtime can mean the difference between success and failure. With constant technological advancements and evolving needs, organizations are challenged to proactively manage, secure, and avoid performance disruptions with the equipment they use, leading to a loss in productivity and potentially, a loss in revenue.

At Diversified, we understand that your technology is critical to your organization's success. Leveraging a proactive approach to managing your equipment elevates your technology ecosystem from simply having the tools necessary to using them strategically to unlock efficiencies and achieve your goals.

Pulse provides customized, efficient and intelligent support to meet the distinct requirements of your technology.

Pulse is a compelling service that includes proactive alerts and monitoring as well as resolution and advanced analytics, empowering your business with instant, actionable insights into device performance and well-being. As your dedicated technology partner, we stand by your side, facilitating vigilant monitoring, effective management and performance optimization, all while minimizing disruptions and elevating security to new heights.

Strengthen workplace technology including audio visual, meeting rooms, unified communication and digital signage to deliver:

- Enhanced meeting room experiences
- Optimized digital signage for improved communication
- Real-time monitoring of IoT devices

Reinforce media & entertainment technology including broadcast and media devices to provide:

- Optimal functionality of media production during events
- Seamless continuity in broadcasts and presentations
- Peace of mind to concentrate on crafting memorable experiences

Service Offerings

Proactive Alerts & Monitoring

Ensure rapid detection of potential issues as they arise with prompt automated ticket activation and prioritization for swift resolution. Access invaluable insights into your equipment's performance with advanced analytics, enabling informed, data-driven choices, configuration optimizations and confident upgrade planning.

Remote Diagnosis & Resolution

Our team adeptly tackles any technical hurdles by remotely accessing your device, regardless of location. This guarantees swift support and reduced downtime, including real-time updates on resolution status for a seamless and uninterrupted experience for pivotal events and presentations.

Advanced Analytics & Custom Reports

Access your real-time data with interactive dashboards that facilitate the swift identification of patterns, anomalies and critical insights concerning your monitored technology. You can even collaborate with key stakeholders across your organization to maximize performance optimization and enhance user experiences.



Pulse enables you to:

- Foster long-term partnerships to ensure maximum system performance and ROI
- Accelerate speed of delivery through tools with integrated domain knowledge
- Deliver a seamless user experience
- Improve incident detection, response times and automation capabilities to save time and costs
- Support better decision-making and actions through the automated report, and increase visibility into IT service delivery quality

Why Diversified?

When selecting a partner to help propel you to somewhere new, trust someone you know has been where you want to go. We skillfully blend in-depth domain knowledge with advanced technology, seamlessly integrating automated ticket handling, strict adherence to the ITIL framework, strong governance and valuable insights derived from AI-driven dashboards and analytics. This intricate weaving results in a coherent array of integrated solutions meticulously tailored to effectively tackle your specific challenges. Our goal is to provide you with an exceptional experience that elevates your company and maximizes your ROI.



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