

SOLUTION BRIEF

Business Observability Monitoring





MEET MALIK

Senior VP of IT Operations

Adding Business Impact metrics tied to Service Level Objective (SLOs) to Enterprise Observability pipeline and workflow will empower Malik to set standards and provide visibility into the business impact of application performance.

Lack of visibility into business impact of application performance and availability hampers communication, alignment and prioritization with the customer and business stakeholders.

USE CASE

HOW WE HELPED MALIK WIN.

12-14 week process:

DEFINE

Discovery & Technology Fit

SLO definitions defined at both the IT layer and the business functionality and impact layer Design, Planning & Build

BUILD

Application Teams expose business functions and metrics, along with IT metrics.

Demo / Knowledge Transfer

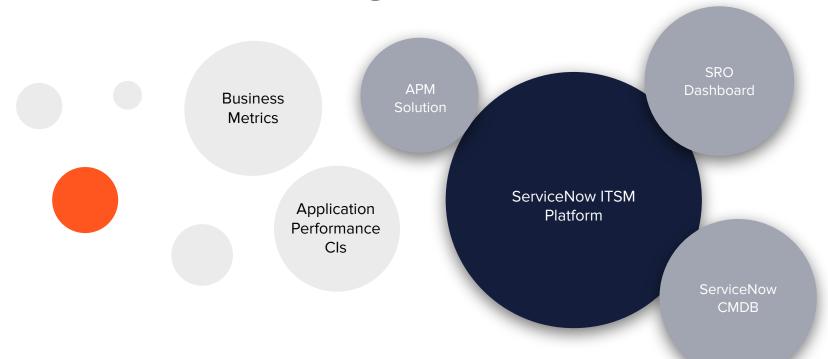
TEST

APM solution discovers business layer Cls. Aggregates + correlates IT & business metrics into contextual analytics. LAUNCH

Monitor & Update

APM-discovered CIs and triggered events feed into ServiceNow CMDB to support Service Reliability (SRO) workflow for business coordination.

DELIVERABLES



OUTCOME

An Observability Monitoring Dashboard to Track What Matters

Integrate custom applications that support key business functions into Business Intelligence reporting.

Find Flow in your enterprise observability operations.

- See how application performance affects key business metrics
- Quickly connect the issue to the source
- Improve uptime and availability
- Understand IT impact on overall business efficiency.

