



Advisory services

Observability and Monitoring Tools Assessment

Many tools, limited results? Our Observability Tools Assessment moves you towards more effective use of your investment in monitoring tools.

Service Overview

Many organizations have made significant investments in monitoring and observability tools. After years of increasing cost, the expected value in performance and reliability of services has failed to materialize. Overlapping toolsets, underused licenses, deficiency of skills, and process gaps have led to waste and overspending.

Our Observability and Monitoring Tools Assessment gives you:

- Clear insight into the current state of your observability strategy and implementation.
- A roadmap for increasing your observability maturity going forward.

Key Service Benefits/ Business Outcomes

Outcome	Description/Benefits
Reduced operational costs	Eliminate overspending on operational tools
Increased responsiveness to business needs	Ensure the right tools are deployed in a way that supports key business drivers
Decreased system downtime	Learn how to deploy existing tools more effectively and efficiently

We take a consultative approach, using a practical framework, to assess current state and to provide you with a roadmap to greater observability maturity and efficiency.

We identify gaps and redundancies in your observability landscape, as well as other “value detractors” that keep you from meeting your cost and performance objectives.

Using a future state roadmap, we partner with you to prioritize recommendations, giving you the concrete steps needed to realize better business outcomes.

How we Deliver

Output from the Observability and Monitoring Tools Assessment includes:

- a current state inventory and categorization of tools, including an assessment of redundancy and gaps.
- specific recommendations for eliminating redundant and inefficient monitoring and licensing in order to wring out costs.
- an analysis of how your tools are used in service management processes.
- strategies for improving service availability through better use of existing tools.
- a high-level roadmap and future state report covering recommendations for achieving immediate, short-term, and long-term improvements in service availability and operational effectiveness.

Tools Category Heatmap Example

<p>APM & End-to-End <i>Inside-Out Monitoring of Code End-to-End Correlation</i></p>	<p>EUM/RUM <i>Real User Experience</i></p>	<p>Application Synthetics <i>24x7 Simulated User Experience, Availability, Performance, Functionality</i></p>	<p>Network & Application Synthetics <i>24x7 Simulated User Experience, Network Visibility, Availability, Performance, Functionality</i></p>
<p>Log Ingestion & Analysis <i>Application, Infrastructure</i></p>	<p>Log Concentration <i>Aggregation, Deduplication, Routing</i></p>	<p>Infrastructure Performance Management <i>Server, DB, Storage</i></p>	<p>Infrastructure Management Systems <i>Firmware, Drivers, Configs Servers, Storage, Network</i></p>
<p>Network Performance Monitoring <i>SNMP, PCAP, flows</i></p>	<p>Network Management Systems <i>Automation and Topology</i></p>	<p>Network Modeling & Prediction</p>	<p>Network Detection & Response <i>PCAP, Threat Intelligence</i></p>
<p>Tap & Aggregate</p>	<p>Digital Experience End User Experience</p>	<p>Correlation Engine (AIOps)</p>	<p>OT, IT, & IOT Sensing</p>

Current State

■ Capabilities Fully Implemented

■ Capabilities Incompletely Implemented

■ Capabilities Redundantly Implemented

■ Capabilities not implemented but owned in current toolset

■ Capabilities not implemented and not owned in current toolset

■ Low Priority at this time

Figure 1: Sample Tools Category Heatmap Summarizing Current State