

## The challenge

Observability measures and analyses complex systems, enabling end-to-end visibility into its state and end user experience. A system is “observable” if the current state or future state can be quickly and accurately identified or predicted from its external outputs only. Effective observability facilitates quicker problem resolution, improves system reliability, and enables better decision-making regarding system performance and optimisation.

However, implementing effective observability can be a daunting task and comes with several challenges.

- Observability functions often lack investment and suffer from resource constraints. They also operate in silos and struggle to engender the required levels of collaboration with business that is needed.
- Teams are hampered by legacy monitoring, find it difficult to correlate multiple data sources, and must content with complex, distributed environments.
- This is compounded by limited integration to ITSM platforms and a lack of ongoing training and development.

## Service offering

The Computacenter Observability foundation platform service includes:

- **Unified observability platform** - Evolve enterprise monitoring to full stack observability underpinned by a unified platform for dynamic workloads and multi-cloud operations
- **AI enhanced operations** - Optimise IT service delivery, by leveraging AI to correlate complex events, speed up root cause analysis and automate predictive response
- **Enhanced digital experience** - Integrate observability into the SDLC for quality gate controls, enabling improved digital experience monitoring and business insights

## Service features

- Observability foundation platform is a professional services offering to help organisations mature and extend observability monitoring capabilities.
- Assessment and optimisation of existing infrastructure and application performance monitoring.
- Understanding how to implement and operate Observability-as-a-Service.
- How to leverage the breadth of IT operational data by implementing a unified Observability platform.
- Technical expertise to guide tooling consolidation and platform selection activity.
- How to introduce standards for system instrumentation.
- Design and implementation of managed telemetry pipelines.
- How to adopt Observability-as-code for self-service implementation of observability use cases.
- Provision of early life operational and user support.

## OUR APPROACH

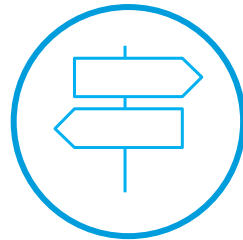
Our assessment services are delivered using standardised Computacenter best practice process and seek to rapidly baseline customer capabilities before advising on the optimal path of observability adoption or improvement.

We employ agile project delivery, DevOps engineering & advisory services, and work to common observability adoption patterns. We support a full observability adoption path, providing access to individual experts and a pre-defined squads structured to work on discrete observability capabilities and adoption activities.

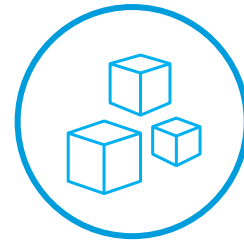
Services are built to enable customers to easily integrate our expertise into their existing programmes & teams, and rapidly scale their delivery capability.

## CUSTOMER BENEFITS

- More stable, and productive systems delivering improved customer and employee experience, helping to reduce customer churn and improving revenue.
- Provides real time business insight and data on application and system performance, making it easier to quantify business value.
- Greater visibility and control enables quicker innovation and more business agility.
- Systems and applications are easier to manage, helping to reduce both operational support costs and management overheads.
- Single unified Observability platforms offer a single source of truth, can help to reduce MTTR and MTTI which leads to reduced downtime and improved service availability.
- Better insights create opportunities for greater operational efficiency and improve operational team experience.



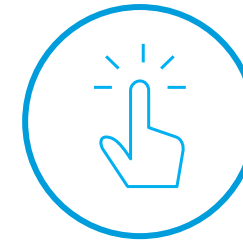
Holistic and agnostic approach



Focus on definition of customer observability strategies.



End-to-end expertise from assessment to adoption



Deep experience across all the leading observability vendors



Complimentary Developer Velocity & Modern Cloud capabilities

## SERVICES

### Strategy & readiness services

- DevOps value stream assessment
- Observability platform & data review
- Strategy & vision review
- Technology review & selection

### Deployment services

- Observability design & deploy
- Integration & migration services

### Adoption & enablement services

- Platform readiness & optimisation service
- Use case design & implementation
- Vendor platform & RCA support

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Gartner MQ Leaders Partner Certified

10+

Years delivering IPM, APM & Observability Solutions

100+

Observability & Service Management Consultants

5K+

Days Observability Consulting Delivered Each Year