



POINT OF VIEW

An Automated and AI-Driven Approach to Observability

How observability improves business processes and adds value to your organization

Businesses today hinge on the seamless functioning of their applications, making comprehensive observability essential to uphold technology stack health and ensure peak performance. As applications and networks grow in complexity with an ever-expanding array of interconnected devices and services, the need for comprehensive visibility into system operations has never been more critical. Despite the promise that observability would make IT Operations easier, we continue to hear the same pervasive issue echoed among tech executives ● ● ●



“In the face of considerable investments across monitoring tools, we have yet to see a reduction in the manual effort needed to make sense of the data.”

This is an unfortunate byproduct of adopting a platform-centric approach to observability rather than a strategy that prioritizes actionable insights. Fortunately, Evolving Solutions is here to help.

Where Observability Approaches Can Fall Short



It is not always about a lack of data; it is also about having the wrong type of data. Too often, organizations are inundated with component performance readings that focus on prescribed metrics that do not necessarily give the whole picture of what is happening within their technology stack. Furthermore, technology personnel are conditioned to respond to these inputs reactively. The result is too much time spent addressing such metrics, diverting attention and focus from more strategic, value-driven discussions that can further move the organization towards its business objectives.

“We didn’t see it coming” – a phrase no operational team wants to say. Being unprepared for a significant event can have serious consequences. This is where the importance of visibility comes into play, specifically, visibility powered by relevant observable information. Yet, many organizations face the challenge of visibility gaps, those small but critical crevices through which unforeseen issues can slip through unnoticed. Traditional monitoring systems, while useful, often struggle to fill these gaps effectively, primarily

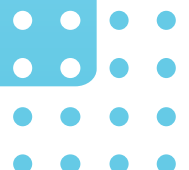
How We’ve Helped

CLIENT PROFILE:
Insurance Company

CHALLENGE:
The organization was utilizing multiple observability tools and managing multiple vendor relationships that did not interact and share data, which was taking significant resource hours to address and created a lack of full-stack visibility within their environment.

HOW WE HELPED:
The Evolving Solutions team provided guidance and a roadmap for the organization to leverage an observability platform solution.

RESULT:
The organization optimized resource time for more important tasks and freed-up resources as well as reduced tool spend and sprawl.



How We've Helped

CLIENT PROFILE:

Managed Healthcare and Insurance Company

CHALLENGES:

The organization needed to bill back application performance monitoring costs to respective business units. They also wanted to encourage end users to adopt the current platform.

HOW WE HELPED:

- Provided reporting on current install base that was used to assess the products used and their associated costs
- Delivered training and skills development to optimize product ROI.
- Consulted in onboarding acquired businesses.

RESULT:

Enabled full-stack visibility for the technology teams, eliminating the need to spin up war rooms and identify resources on an ad hoc basis.

due to their high costs and labor-intensive nature. This is where Automation and AI step in as game-changers, providing automated data gathering and a more efficient means to convert raw data into actionable insights. Automation can ensure tools are instrumented as needed to shore up visibility gaps and AI excels in offering predictive analysis, helping organizations to anticipate and prepare for potential issues before they escalate into major problems.

Traditionally, IT departments have centered on managing applications and infrastructure assets. But centering IT around process automation rather than asset management is where the promise of observability comes to fruition. This transformative approach extends across all domains, including the realm of monitoring, ushering in a new era of IT strategy.

How AI and Automation Can Optimize Observability

In the traditional reactive approach, IT stakeholders become hyper-focused on events and make reactive decisions accordingly. However, with a proactive approach, teams first consider the decisions they need to make and then collect data to inform them of those decisions, putting them in greater control and optimizing resources. A proactive stance allows for better planning and strategy because it involves looking ahead and preparing for future challenges rather than just dealing with the fires happening at present. It means anticipating problems before they occur and having the appropriate preventive measures in place. Our expertise lies in empowering organizations to adopt a proactive stance, enabling them to respond swiftly to emerging information or looming threats. We guide our clients through the development of the robust processes necessary for transitioning from reactive to proactive IT management. By doing so, we facilitate a



strategic shift that enhances their ability to gather and manage critical application and infrastructure information effectively.



Adopting a proactive stance enables faster decision-making. The speed and quality of these decisions hinge on the integration and efficiency of your tools. Effective integration leads to faster processing and interpretation of information, underscoring the critical importance of the design phase of any automated and AI driven Observability solution. Delegating time-consuming, low-skill tasks to automation is undoubtedly a strategic decision, as automation is highly efficient in managing these activities. However, its advantages extend beyond mere task handling. Automation has the capability to sift through complex data, identifying key information that informs decision-making, thus eliminating the uncertainty in interpreting thresholds and metrics. This capacity to filter out low-value activities not only streamlines operations but also enables your team to concentrate on high-value, strategic tasks.

Our Approach: Automation and AI Observability

When IT is centered around process automation and AI, the “routine” of monitoring elevates into a strategic activity aimed at enhancing workflows and driving business value.

With an outcome-centric philosophy in place rather than a tool-centric one, our approach to Observability fosters more meaningful dialogue with business units concerning value generation and performance metrics. Our Observability team creates a strong foundation of data for valuable outcomes, including:

- Performance modeling that underlies compute elasticity, enabling new workflow automation models and new consumption models
- Performance cost/ benefit metrics that enable optimization and prioritization conversations with the business
- Performance inputs into the software/hardware vendor management process
- Governance inputs into the software/hardware selection process
- Service level objective (SLO) inputs into the development cycle
- Automation for:
 - Auto instrumentation of observability
 - Continuous integration and delivery (CI/CD) pipelines
 - Testing of code releases and verification after updates
 - Faster deployment of software products
- Artificial Intelligence for:
 - A deeper understanding complex application dependencies
 - Enhanced root cause analysis (RCA) processes that drive into systemic and behavioral causes
 - Precise inputs into disaster recovery (DR), capacity planning and testing

 **When IT is centered around process automation and AI, the “routine” of monitoring elevates into a strategic activity aimed at enhancing workflows and driving business value.** 

Organizing for Success

Embracing a proactive and transformational approach to observability involves an evolution in an organization's people and processes. One that prioritizes proactive engagement over reactive responses to events. This shift enables a fundamental change in how observability is approached, moving from a traditional reactive model to a modernized forward-thinking one. At Evolving Solutions, we are dedicated to guiding your team through this transformative journey.



That journey towards enhancing observability does not begin with a focus on technology because our approach is not technology first. Instead, it is about making sure what you know what you want to get out of observability data that provides value to your business. Yes, we have more than a decade of experience in this, but we want to first meet you where you are because a strategy will only work if it is specific to your environment. This is why our initial discussions center around strategy rather than technology or products. Monitoring CPU utilization on your servers does not mean anything if it does not align with your stated objectives and desired outcomes. It is this strategic alignment that ensures the effectiveness and relevance of our solutions to your specific needs.

The journey towards enhancing observability does not begin with a focus on technology, as the approach is not technology-first. Instead, it is about ensuring clarity on the desired outcomes from observability data that adds value to the business. With more than a decade of experience, the initial step is to meet clients at their current stage, as a strategy must be tailored to their specific environment. This is why initial discussions are centered around strategy rather than technology or products. Monitoring CPU utilization on servers is only meaningful if it aligns with the organization's stated objectives and desired outcomes. This strategic alignment ensures the effectiveness and relevance of the solutions to the unique needs of the business.

At the same time, you need a solution that is practical. You can spend all the money in the world and never create a network that is impenetrable, and no one expects that. There is a point of diminishing returns where additional investment yields minimal security improvements. It is the same for observability. Our goal is not to convince you to build an unattainable 'pie in the sky' observability solution. We want to create a solution that practically

How We've Helped

CLIENT PROFILE:

Global Industrial Manufacturer

CHALLENGES:

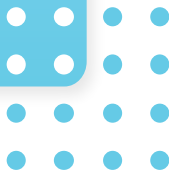
The existing observability tools did not provide the alerts and reporting on reporting on business-critical infrastructure required by the organization.

HOW WE HELPED:

Evolving Solutions was engaged to undertake an assessment and identify solutions that would address the organization's business and technology requirements.

RESULT:

The newly implemented tool now proactively monitors the organization's infrastructure environment. Additionally, the new solution can be used to monitor additional technologies in order to increase return-on-investment and decrease tool sprawl.



achieves what you want it to. This approach underscores the importance of regularly revisiting your initial objectives to ensure the project remains aligned with your goals. Our commitment is to provide a balanced, effective solution that realistically addresses your security concerns.

While the roadmap differs for every organization, we focus on a comprehensive three-step process:

1. We begin by clearly articulating your desired outcomes. We may start with a reference maturity model, but our goal is to create a journey unique to your organization. Creating your distinct list shapes our thinking about the makeup of the Observability team.
2. Next, we work in collaboration with your team to identify the stakeholders in your organization for each of these outcomes—both contributors and end users. Engaging key stakeholders at every step improves the quality of the decisions the Observability team makes.
3. As your organization advances on its unique maturity model, your team will have varying needs, e.g., automation scripting or dashboard design skills, many of which may not be available in-house. We will then craft a tailored skills roadmap to determine if, and at what juncture, you need to augment your staffing and in what capacity.

Action Recommendations

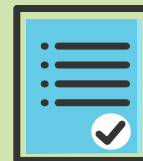
At Evolving Solutions, our mission is to assist IT operational teams across various industries and sectors in making a pivotal shift. That shift involves transitioning from a reliance on traditional metrics to one of adopting a dynamic, process-oriented perspective. To navigate this transition and ensure that it aligns with the initial objectives, we propose a set of action items designed to enhance both business outcomes and end-user experiences.



Develop KPIs based on business outcomes and end user experience



Institute a workflow-focused monitoring approach



Create plans to seek insights into process performance, not just component performance



Organize cross functional teams and processes to enable the foundation of success



Adopt automation to accelerate the return on investment



Leverage AI to enable IT Operations focus on business-critical issues first



We're here to help your organization take an automated and AI-driven approach to observability.

Let's get to work.