

Devo for Intelligent IT Operations

Experience-first Operations for the Instrumented Enterprise.

- Transform IT service monitoring to convey business and end-user impact in real time.
- Predict and prevent outages in advance with machine learning.
- Proactively monitor correlate and visualize all IT elements and metrics performance.
- Reduce MTTI and MTTR with zero-latency data-driven troubleshooting.
- Automate remediation with intelligent root cause analysis (RCA) and workflows.
- Instrument for the future with a cloud scale no-compromise architecture designed to handle both real-time and historical data.

THE VISIBILITY CONUNDRUM OF DEVOPS AND CLOUD

It is the era of the instrumented enterprise. IT and DevOps teams need to deliver a seamless end-to-end customer experience, with the goal of achieving greater speed and agility and delivering on the full promise of innovation and digitization. The obstacles are data and visibility. In fact, surveys show that 80% of executives of the global 100 admit they can't leverage data effectively to deliver great experiences and are fearful that digital upstarts will disrupt their business model. And fewer than 20% of enterprises are confident about their ability to monitor new cloud workloads.

A challenge is that IT organizations have relied for many years on legacy monitoring tools. These tools were designed for more static and monolithic architectures. The sprawl of individual tools often focused on specific use cases or specific components of an application or infrastructure compounded the complexity. The shift to multi-cloud, distributed and dynamic hybrid environments further expanded the overall IT surface, and traditional solutions are struggling to adapt to new data types as well as increased change velocity in these environments. Humans have ended up being the "triage glue" when issues inevitably arise, answering questions about uptime, SLAs, mean time to resolution and, most important, the business impact and consequences of poor service delivery. This process is takes too much time, at great cost and effort.

It's time to get more control and visibility. Devo Service Operations is designed to transform your entire IT ops approach, enabling IT not only to make the shift to a proactive state but also to achieve greater automation and deliver real-time operational insight back to the business.

THE CHALLENGES



MONITORING GAP IS GROWING

Enterprises are missing the full picture and lack visibility to connect the dots.



TOO MANY TOOLS, NOT ENOUGH ANSWERS

The number of products is obstructing IT's ability to understand the full impact of an issue.



HUMANS DROWNING IN NOISE

Manual analysis alone can't stay on top of the volume of data and noise to make timely decisions.

SOLUTION

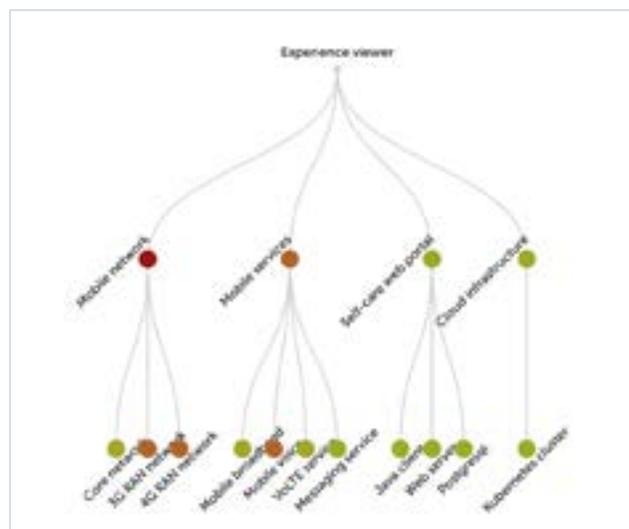
Devo is changing the operations game with Devo Service Operations, a cloud-native solution for intelligent service and operations monitoring. Service Operations provide contextual full-stack visibility across an organization's IT operations at massive speed and scale. Devo enables IT ops and DevOps teams to bring machine data from multiple sources into one platform; quickly reveal important trends; predict issues; piece together the full Ops story across multiple layers using interactive visualization; and trigger the next-best-action and remediation. The result: a clear and thorough depiction of the severity, risk, and priority of service issues and the enduser effects of poor IT performance.

HOW IT WORKS: PURPOSE-BUILT SOLUTION BUILT ON TOP OF THE DEVO PLATFORM

Establishing a unified operational view starts with a cloud-native, multi-tenant data platform that operates at the petabyte scale needed by modern enterprises. With the Devo Data Operations Platform, users can collect logs, metrics and machine data regardless of type, source (application, network or infrastructure) and time horizon. Devo's predictably fast query response, interactive visualizations, correlation capability and extensibility enables deeper enrichment and context, enabling operational teams to detect issues faster and answer "so-what questions".

Devo Service Operations extends the Devo platform with purpose-built service models, dashboards, and navigator that operational teams can use to visualize complex service stacks, map dependencies, and pivot from service views to sub-system KPIs, enabling real-time impact assessment. Next, Devo Service Operations includes Machine Learning-based Time-series Anomaly Detection spanning root-cause analysis and capacity forecasting from any service or system element – making it easy to compare and correlate system-level trends, ultimately exposing a list of entities and end-users that are impacted by outages or service degradation.

Finally, because insight without action cannot drive positive business outcomes, Devo Service Operations includes a decision engine that defines behavior-driven alerts and links those alerts to automated next-best-action recommendations. Furthermore, within Devo Service Operations, there are workflows to reboot an affected component or restart a software service and log all the activities to your ticketing system of choice and monitor the response.



APPLICATION MONITORING

With Devo Service Operations, quickly obtain a high-level view of the health and performance of applications and services. Then drill deeper into your entire service stack to pinpoint the type and location of issues (sub-service) and accelerate your investigation to quickly remediate problems before they impact end-user experience. With machine learning capabilities, detect patterns and find anomalies in real time across 100s of application execution-specific metrics to pinpoint architectural bottlenecks, consumption issues, performance issues, transactional errors or accessibility.

INFRASTRUCTURE MONITORING

Devo Service Operations makes it easy to monitor large pools of IT infrastructural elements in concert and in real time. From cloud usage to virtualized environments to containerized apps, Service Operations clarifies the impact of each entity on another. For example, visualize cloud workloads to forecast demand to plan and to negotiate future spend. For server and virtualization monitoring, quickly link issues to high fidelity raw data trigger provisioning actions, and proactively plan resource allocation and change management activities. Finally, unify insights across all container clusters, correlate with related infrastructure data to deliver insights about resource usage, and manage capacity and the impact of increasing use on specific services.

NETWORK MONITORING

The world's largest telecommunication, entertainment and service provider relies on Devo for network monitoring. Devo Service Operations eliminates the data silos in the Telco's heterogenous complex environments – router, devices, servers tracking 1000s of parameters in real time - delivering superior QoS and customer satisfaction. Network operators can quickly discover, map, and supervise the health status of networking components in complex networks to deliver insights on traffic volumes, error-rates and throughput.

EXPERIENCE MONITORING

Could slow page loads could lead to lost revenue? Digital experience monitoring provides business-critical analysis and understanding of how your entire IT stack's performance (apps, database, network and infrastructure in aggregate) impacts user experience and the bottom line. Devo Service Operations' real-time impact analysis drill up/down visualizations, along with contextual workflows, offer operators accurate measurement and insights about end-user quality of service and higher-level business KPIs, e.g. engagement, loyalty, and churn, well beyond IT metrics and system-level SLAs.

THE PUNCH LINE

IT is shifting from an internal-facing technology department to a strategic business function, helping to deliver high-touch, personalized digital experiences. To succeed in this transition, enterprises must contend with data silos, lack of visibility, disparate point tools, and machine-scale noise. Devo enables organizations to face these challenges head-on to transform IT and services strategies to truly deliver experience-first operations.

Learn more about Devo Solutions at devo.com



Devo is the data engine behind today's digitally-driven enterprises, helping organizations maximize the economic and operational value of their machine data. The Devo Data Operations Platform delivers real-time analytics on streaming and historical data to turn machine data into actions that help enterprises achieve sustained performance and growth. By collecting, enhancing and analyzing machine data, Devo provides business-driving insights for IT, security, and business teams at the world's largest organizations. For more information visit www.devo.com.

www.devo.com