



NCL

The

Digital  
Experience  
Management

Service Catalogue:

# Infrastructure Observability

Infrastructure platforms form the foundations for the any successful delivery of business-critical applications. If there are failures within your infrastructure, then the performance of your applications will be affected, resulting in lost productivity and revenue.

This is where we can help. Our Infrastructure Visibility 'Activate' and 'Managed' services provide a means of managing, monitoring, and troubleshooting your IT infrastructure.

NCL

DRIVING DIGITAL VIGILANCE

# Infrastructure

## Observability

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Enhance your IT infrastructure with our Digital Transformation Services. With Infrastructure Observability, Our team will help you proactively monitor the customer's IT Infrastructure and develop views with alerts to detect performance or configuration issues. In addition, we will accurately discover and auto-diagram the customer's network ensuring platforms do not impact end user experience.

## Real-world uses

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### Resolve issues in real-time

- Identify and resolve real-time performance issues in the overall IT infrastructure before they become major incidents.

### Maximise productivity by minimising IT downtime

- Assure availability of key infrastructure components to minimise downtime and ensure users have access to resources they need to be productive.

### Autonomy through design

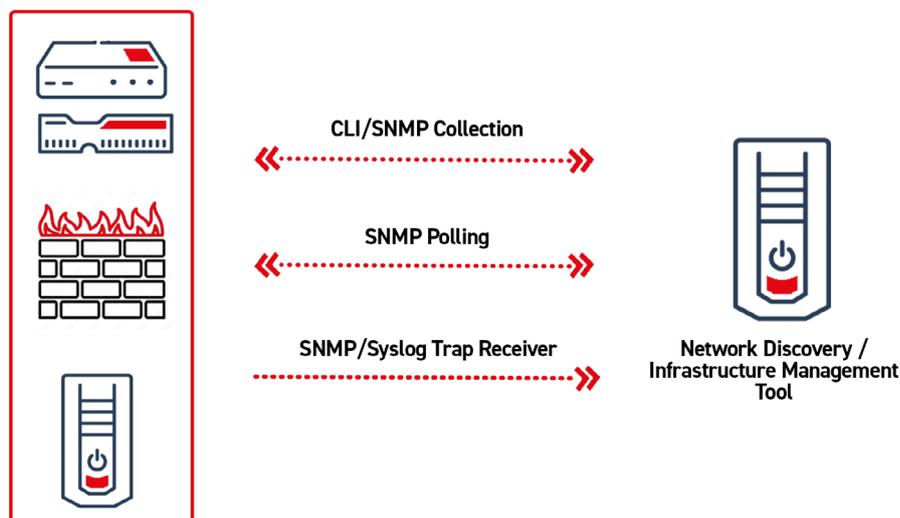
- Auto-diagram the network for simplified management, increased visibility and to make informed decisions on upgrades/changes.

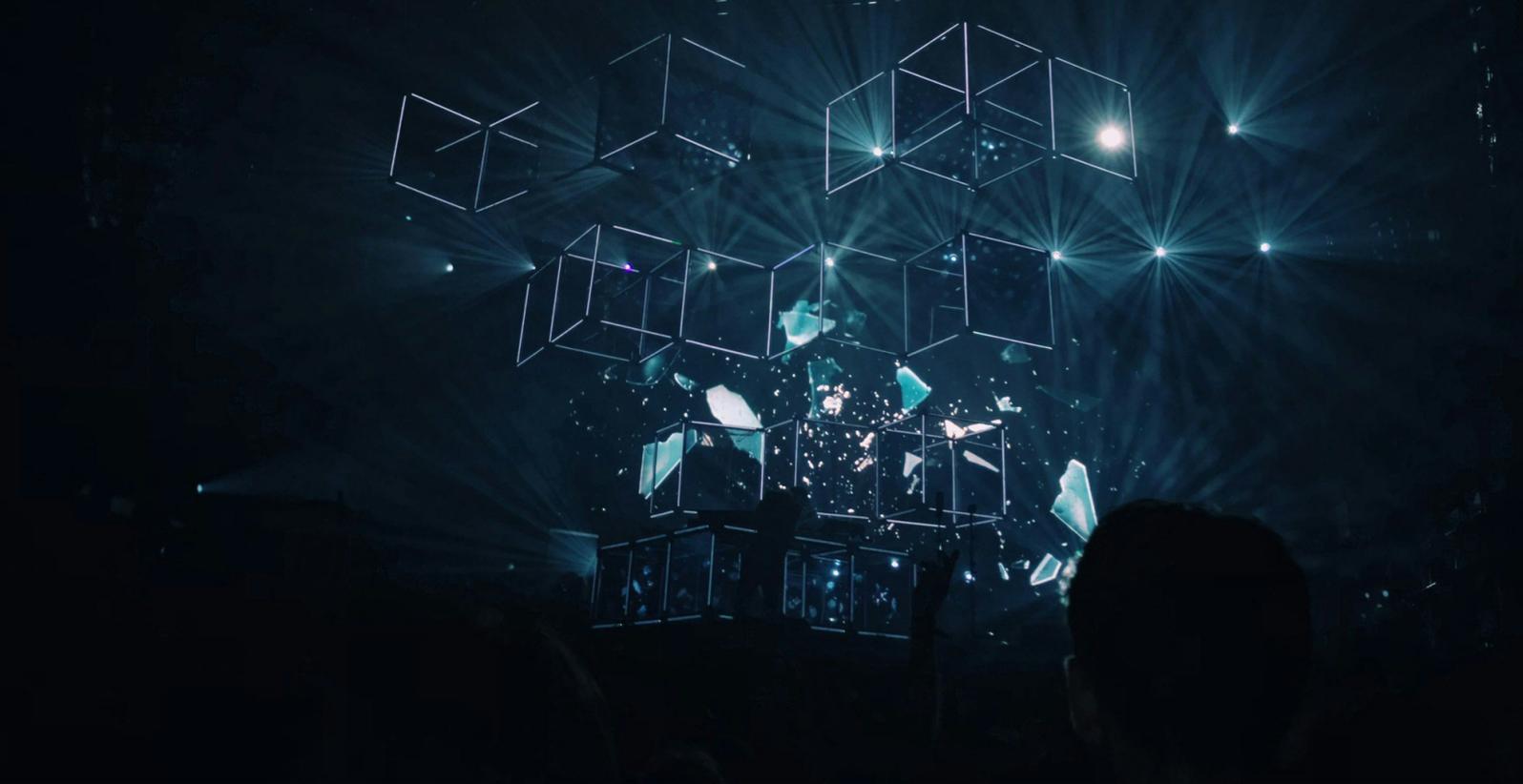
## Service Architecture

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The Infrastructure Observability service could be based on the following components:

- Remote target network devices
- Network Discovery & Infrastructure Management Tool





## What's included - **Activate** & **Managed**

	<b>Activate</b>	<b>Managed</b>
Assistance with instrumenting the devices	✓	✓
Confirmation that correct telemetry is being used	✓	✓
Customised visuals to meet specific informational requirements	✓	✓
Automated alerting	✓	✓
Monthly report of activity / issues / analysis / change validation results	✓	✓
Quarterly review of trends	✓	✓
Handover coaching	✓	
Instrument custom network & infrastructure monitoring		✓
Proactive identification & investigation of performance issues		✓
Validation of before-and-after IT changes (e.g. new software version)		✓
Support problem case investigation & resolution		✓
Technology software updates		✓

## Optional add-ons

- Validate the impact of IT changes
- Support Problem Case investigation and resolution
- Technology software updates
- Customised monitoring of additional applications
- Integrate data into centralised visualisation tools
- Performance validation before-and-after releases in non-production environments
- Service Desk Integration

## Infrastructure **Observability**

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Don't let devices be the faulty cog in your efficient operational engine. You may have the best people, the slickest applications, but if your infrastructure performance is sub-par, your progress will be hampered and your team won't be happy.

Implement **Infrastructure Observability**, and ensure that an ever watchful-eye is keeping track of your device fleet's performance. Rest easy knowing that this service is also identifying bottlenecks within your environment and revealing any unusual changes in behaviour.



*We're working very closely with NCL and learning how to unearth other areas within our Health Board to be more efficient. In terms of Digital Experience Management their knowledge is second to none and they went above and beyond in helping us get this very valuable IT solution up and running.*



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University Health Board



Sound good? Then let's chat 

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