

IT OPERATIONS ANALYTICS

At Trace3, we believe all roads lead to the cloud. Everything we do aims to enable customers to grow faster and operate their businesses efficiently and securely.

Trace3 consulted with a leading provider in the Insurance industry to develop and implement a strategy to monitor, manage, and operate an enterprise-scale analytics platform in a hybrid cloud environment. The Client needed to eliminate manual processes, reduce costs, increase visibility, and securely scale the monitoring platform. The priority was to replace existing opensource tools with commercial tools capable of meeting the client's business and technical requirements.

Trace3 partnered with the Client to define an ITOA 2.0 strategy and design an architecture to support the demands of an enterprise environment leveraging cloud computing, containers, server-less computing, microservices, and automated delivery pipelines. Coupled with Trace3 ITOA consulting services, the Trace3 engineering team implemented an efficient and secure monitoring platform.

THE CHALLENGE

Client needed to deploy an IT Operations Analytics solution replacing opensource tools unable to support business requirements.

Client needed to eliminate manual processes associated with managing and deploying agents each time the cloud platform pushed an update.

Client needed to reduce the costs associated with the licensing model currently in place.

Client needed to reduce time to deploy monitoring capability for the enterprise environment.

THE SOLUTION

Developed a strategy for implementing a next generation ITOA 2.0 monitoring environment.

Designed and deployed a scalable SaaS solution featuring Dynatrace utilizing the PCF BOSH add-on module.

Executed a POC of the Dynatrace solution in a dev environment utilizing the automation inherent in the BOSH add-on module to enable full stack monitoring of the Cloud PaaS environment.

Implemented a fully integrated logging solution for all services for IT operations.

THE BENEFITS

Provided a strategy and roadmap to design and deploy an ITOA 2.0 monitoring platform increasing efficiency and lowering operating and licensing costs.

Enabled full-stack visibility, including apps, driving efficiency across IT operations and resulting in improved MTTRs.

Delivered a monitoring platform able to scale with the business and support more efficient deployment of new apps launched on the Cloud PaaS

Eliminated the need for manual processes enabling the reallocation of resources to higher-value business activities

Enabled the ability to grow the business securely and efficiently leveraging the benefits of the Cloud.

Please visit us at www.trace3.com for more information and to learn how Trace3 can help you with your ITOA needs.