

Case Study: Monitoring Improvements



Situation

- Disparity between real time infrastructure monitoring and application monitoring, resulting in increased incident impact duration

Tasks

- Simplify monitoring suite
- Remedy monitoring gaps
- Provide management oversight of critical server monitoring

Actions

- Instigated an EMEA wide management alerting process
- Unified infrastructure monitoring to application standards
- Managed remediation and standardisation with third party teams
- Presented recommendations to senior management

Results

- **Enhanced management oversight**
- **Reduced complexity in the monitoring suite**
- **Improved monitoring coverage and accuracy**
- **Streamlined alert event path**
- **Reduced incident impact duration**

