



Observability VS Monitoring

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The Next Big Thing...

Almost never solves the current problem!



Artificial Intelligence (AI) and Machine Learning (ML)



Perception is Everything

It's all about the customer experience



Users/Customers

Customers call when they are frustrated
Poor customer experience causes revenue
impact at scale



The Monitoring Problem

Silos of information

Monitors are set for **extreme** use cases

Reactive: too late the problem is already here

Alerting: Signal to **noise** ratio is too high



NETWORK



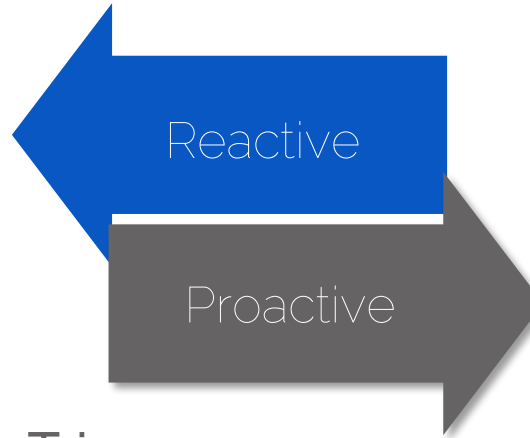
MEMORY



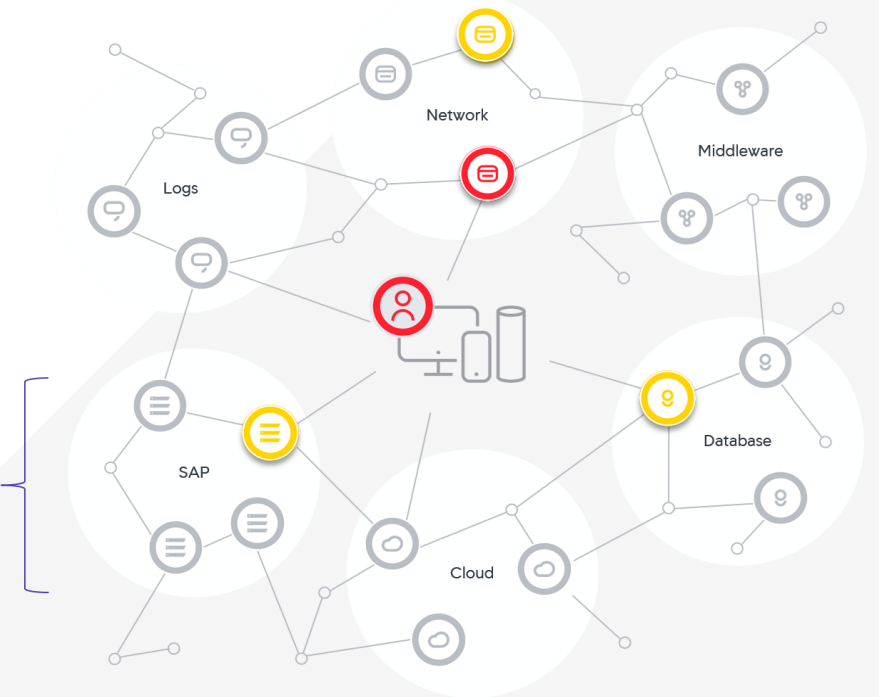
CPU

Observability: Culture

- ▶ Everyone is engaged
- ▶ End to End Visibility
- ▶ Warnings are the new priority
- ▶ Overlap of functionality is OK!
- ▶ Reporting, Debugging, Monitoring, Triage
- ▶ Continuous Learning
- ▶ Shared Repository of Information

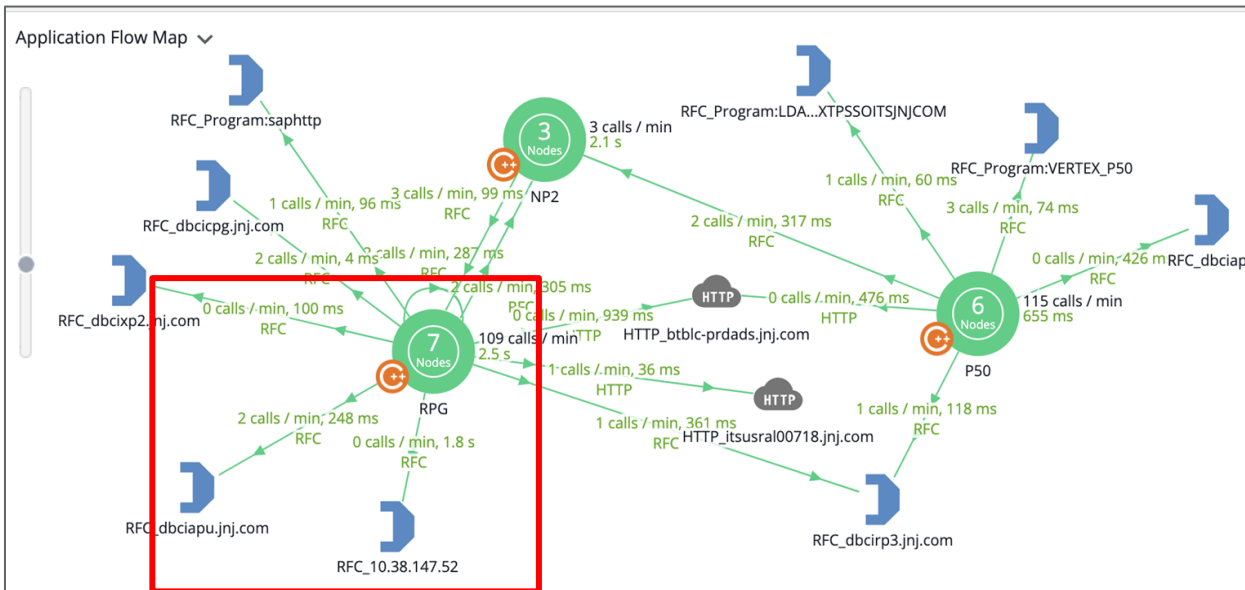


SAP Solution Manager

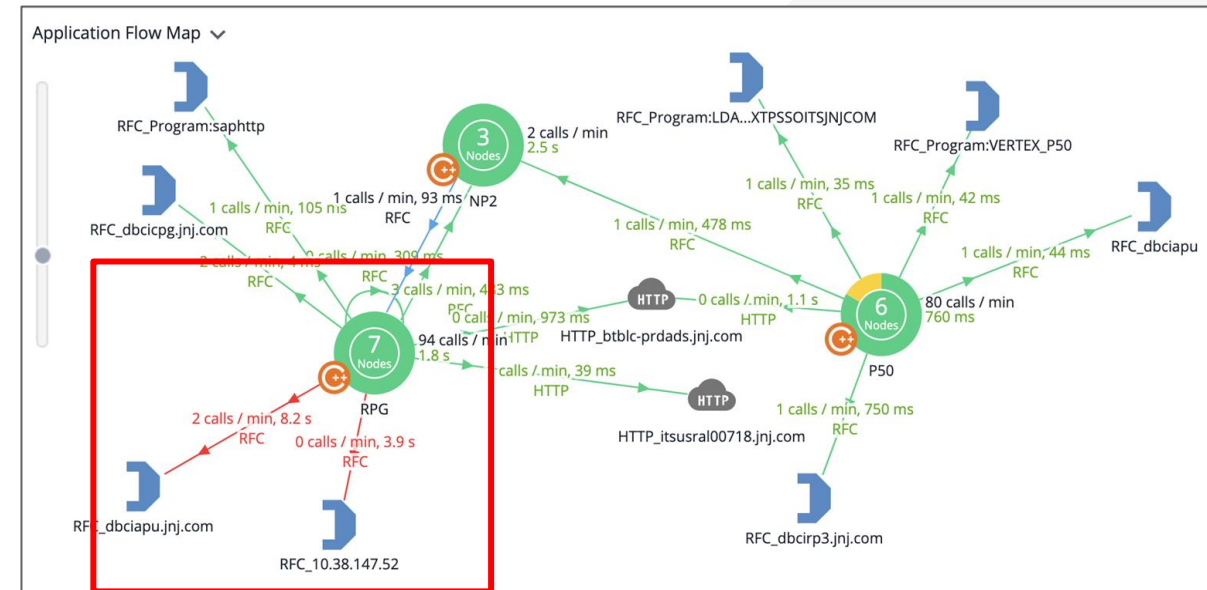


Observability Culture: Understanding Normal

06/10/19 5:50 AM - 06/10/19 7:50 AM



06/17/19 5:50 AM - 06/17/19 7:50 AM



Normal VS Abnormal Behavior

Partnering with Partners

360 Observability – Operate & Optimize

AppDynamics on SAP

Superior visibility into critical business functionality

NTT's combined expertise across AppDynamics, ThousandEyes, and the SAP platform creates unmatched ability to generate value from Full Stack Observability



Business process focused deployment



Understand how user experience impacts the business' bottom line



Align application performance with business metrics



Thank You for Your Time & Participation

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