

Observability

[QNT]



Increase the visibility of your business systems to assess and improve the performance of complex IT systems.

Main benefits

Improved performance, traceability, and prevention of future issues

“S2E’s Observability is the enabling service for understanding and monitoring the operation of corporate systems and applications, allowing the company to obtain a clear and in-depth view of events, performance, and the behavior of applications or infrastructures. By aggregating data that computer systems generate natively in real-time, it is possible to predict future malfunctions and improve their performance with an immediate and proactive approach.

Scope

Companies in which technology is strategic often manage highly complex and diverse IT structures within their organization, both in terms of the type and quantity of applications and infrastructures. This diversity, accumulated over time, has led most companies to adopt heterogeneous and competing monitoring systems, making a centralized and uniform view less efficient. S2E’s Observability is ideal for companies in all sectors that manage complex structures with dozens of servers, both on-premises and in the cloud.

Challenges facing companies

An organization’s technological dependence contributes to the increasing complexity and variety of IT systems as the business of the organization grows and diversifies. The inability to have a central view capable of harnessing the data generated by the systems to create cause-and-effect relationships between the events generated makes it difficult to predict problems that often lead to service disruptions and undermine business continuity. The increasingly common presence of hybrid environments between on-premises, cloud-based, and multicloud solutions amplifies these complexities. The layering of monitoring systems makes data aggregation and event correlation impossible

The advantages offered

The creation of centralized monitoring and data analysis systems generates benefits for the entire organization. The CIO and system administrators benefit from the shift from reactive to proactive monitoring and optimization of the company’s IT systems’ performance. The corporate management gains the ability to define, understand, and monitor service levels towards end-users.



S2E: approach and proposed methodology

S2E is the ideal partner for ensuring the observability of complex corporate systems through the use of the Elastic platform, of which we are a top-level partner (Elite), a rare recognition in the Italian landscape. We manage complex systems capable of scaling rapidly and generating large amounts of data. For this reason, our expertise extends beyond Observability, encompassing the entire field of Big Data and real-time processing, allowing us to tackle complex challenges of large-scale data. Our approach is oriented towards creating observability tools that can integrate with the monitoring systems currently implemented in the company, centralizing their view to provide the company with the tools to predict critical events and to acquire the ability to implement rapid and timely resolution measures to safeguard business continuity.

Our know-how and knowledge of Elastic make our projects advantageous in terms of quality-price ratio compared to other software vendors in the market

Future development benefits

The main benefits of S2E's Observability are:

1. Reduction of events that compromise business continuity.
2. Generation of knowledge about what happens within the company's IT structures, highlighting previously unknown phenomena.
3. Creation of cause-and-effect models by aggregating large amounts of data.
4. Centralization of corporate monitoring into a single tool.
5. Excellent know-how with Elite partnership recognition from Elastic.
6. Cost-effective quality-to-price ratio compared to other software vendors on the market.

The acquisition of knowledge and awareness, synthesized through objective metrics (KPIs), about the operation of your IT systems is a necessary step forward to safeguard sustainable and secure business growth.

Offer model

S2E's Observability is offered both as a project and in the form of managed services.

In a project-based approach, we assist the client company in the onboarding and configuration phases of the Elastic platform, promoting training activities on the vendor itself and empowering the company's IT in managing their systems.

In the form of managed services, we support the client company in monitoring their systems in the phases following the implementation of the platform, ensuring quality information and quick response times, as well as responsiveness in detecting and predicting critical events.

Meet the team: our expertise

The offer is delivered by experienced professionals with in-depth knowledge and experience in the field of Observability, guaranteed by market-recognised certifications and qualifications, which attest to our expertise in the implementation, management and optimisation of Elastic solutions, ensuring our customers an Enterprise-level service.

S2E is the partner of choice for Cedacri Group, the leading service centre for the banking sector in the Italian market. Read our success story [here](#).

