



Managed Observability & AIOps Services

Service Definition

AI

Service overview

WhiteSpider provides a Managed Observability & AIOps Service designed to give public sector organisations deep, continuous insight into the health, performance and user experience of their digital services. The service is built to ensure high availability, minimise downtime and enable proactive intervention before issues impact end users.

The service is delivered entirely using WhiteSpider's in-house developed operational platforms, **Watchman**, **Merlin**, and **Nemue**, which together provide a unified observability and AI-driven operations capability. These platforms move organisations away from traditional reactive monitoring towards **pre-emptive, predictive and intelligence-led operations**.

The service is suitable for organisations operating complex digital environments where service availability, user experience and operational resilience are critical, including healthcare, public sector and regulated environments.

Observability-driven operations, not traditional monitoring

Traditional monitoring tools focus on static thresholds and isolated components. WhiteSpider's Managed Observability & AIOps Service is fundamentally different. It is designed around **behavioural understanding**, cross-domain correlation and outcome-based assurance.

Rather than simply alerting when something has already failed, the service continuously analyses trends, patterns and deviations across infrastructure, applications and user experience. This allows WhiteSpider to identify emerging risks early, intervene before service degradation becomes visible, and maintain consistently high levels of availability.

End-user experience monitoring with Watchman

Watchman provides continuous visibility into **real end-user experience**, rather than relying solely on infrastructure metrics. This allows WhiteSpider to understand how services are actually performing from the perspective of users, not just whether systems are technically "up".

Watchman monitors performance characteristics such as responsiveness, latency, stability and availability across user journeys and service interactions. This enables early identification of subtle degradation that may not yet trigger traditional alerts but can significantly impact productivity, safety or service quality.

By focusing on user experience rather than isolated components, WhiteSpider can prioritise issues based on real-world impact and ensure that operational effort is directed where it matters most.

Pre-emptive incident identification and operational intelligence with Merlin

Merlin provides the core operational intelligence layer for the service. It ingests and correlates telemetry from across the environment, including infrastructure, platforms and services, and applies AI-driven analysis to detect abnormal behaviour and emerging risks.

Rather than relying on fixed thresholds, Merlin analyses trends and behavioural baselines to identify early warning signs such as gradual performance degradation, capacity exhaustion or unstable service behaviour. This enables WhiteSpider to act proactively, often resolving issues before they lead to incidents or service outages.

Merlin provides unified visibility across complex environments, allowing engineers to understand the broader context of an issue rather than troubleshooting in isolation. This significantly reduces time to diagnosis and improves the quality of operational decisions.

Log analytics and signal correlation with LogIQ (within Nemue)

LogIQ, delivered as part of the Nemue platform, provides advanced log analytics and signal correlation across the managed environment. It captures and analyses log data from infrastructure, platforms and services to identify patterns, anomalies and root causes that would be difficult or impossible to detect manually.

By correlating logs with real-time telemetry and events, LogIQ enables WhiteSpider to quickly and accurately identify the underlying causes of issues. This capability is particularly valuable in complex, distributed environments where failures are rarely attributable to a single component.

LogIQ also supports proactive security and stability analysis by identifying unusual behaviour that may indicate misconfiguration, degradation or emerging risk.

Reactive incident support and root cause analysis with Ops AI

When incidents occur, WhiteSpider provides reactive incident support, powered by **Ops AI** within the Nemue platform. Ops AI applies contextual analysis and historical insight to accelerate diagnosis and resolution, reducing mean time to restore service.

Rather than relying solely on manual investigation, Ops AI assists engineers by correlating current incidents with past behaviour, known failure modes and live telemetry. This results in faster, more consistent resolution and reduces dependency on individual engineer experience.

Post-incident, Nemue supports structured root cause analysis, enabling organisations to understand not just what failed, but why it failed and how recurrence can be prevented. This supports continuous improvement and long-term service resilience.

Integrated AIOps lifecycle

A key strength of WhiteSpider's Managed Observability & AIOps Service is that it spans the **entire operational lifecycle**, rather than focusing on isolated stages.

- Watchman identifies degradation in end-user experience.
- Merlin detects pre-incident behavioural change and emerging risk.
- LogIQ provides deep analytical insight into events and signals.
- Ops AI supports rapid resolution and robust root cause analysis.

Together, these capabilities ensure that issues are identified earlier, resolved faster, and learned from systematically. This integrated approach significantly reduces downtime and improves overall service stability.

Operational outcomes and service assurance

The service is designed to deliver measurable operational outcomes, including reduced incident volumes, shorter resolution times and improved service availability. By intervening earlier and understanding issues more deeply, WhiteSpider helps organisations avoid the cascading failures and prolonged outages that often affect complex environments.

Availability is maintained at industry-leading levels through continuous analysis, proactive intervention and structured operational governance. This is particularly important for public sector services where downtime can have direct impacts on safety, service delivery and public trust.

Security, governance and compliance

Security and governance are embedded throughout the service. Observability data is handled securely, with controlled access and full auditability. The service supports environments with strict regulatory and data governance requirements and is suitable for on-premises and sovereign deployments.

Operational actions are traceable and repeatable, supporting assurance, compliance and continuous improvement.

Service delivery approach

WhiteSpider delivers the Managed Observability & AIOps Service using a structured and collaborative approach. Initial onboarding focuses on understanding the environment, defining service-critical user journeys and establishing behavioural baselines.

Once operational, the service is continuously refined as environments evolve, ensuring observability remains aligned to changing workloads and organisational priorities. WhiteSpider works closely with internal teams where required, providing a co-managed model that enhances rather than replaces existing capability.

Skills and expertise

The service is delivered by engineers and specialists with deep experience in complex, mission-critical environments. WhiteSpider's teams combine strong infrastructure and platform expertise with a deep understanding of operational analytics and AI-driven operations.

This ensures that observability insights translate into effective operational action, not just dashboards and alerts.

Pricing and commercial model

Pricing is transparent and based on the the number of monitored services and the required service coverage. The service is typically delivered as an operational expenditure model, enabling organisations to scale observability and AIOps capability in line with demand.

Why WhiteSpider

WhiteSpider's Managed Observability & AIOps Service is designed for organisations that cannot afford prolonged downtime or degraded user experience. By combining end-user experience monitoring, AI-driven operational intelligence and structured incident resolution, WhiteSpider delivers a service that actively protects availability rather than simply reporting failures.



Telephone: +44 20 3773 2380
E-mail: info@whitespider.com
Website: www.whitespider.com

