

Observability Services

Enablement services for full-stack visibility, application performance insight, and digital experience monitoring

Observability Services provide specialist enablement to help organisations gain end-to-end visibility of their digital services across infrastructure, applications, networks, and user experience. The services support the design, configuration, and operational adoption of modern observability capabilities to improve service reliability, performance, and user experience across on-premises, cloud, and hybrid environments.

Buyers may select one or more enablement services under a single call-off, depending on their observability maturity and objectives.

Full Stack Observability Enablement Services

Enablement of full-stack observability capabilities to provide unified visibility across metrics, traces, logs, and service dependencies.

Typical activities include:

- Observability architecture and data model design
- Integration of infrastructure, platform, and service telemetry
- Service and dependency modelling
- Configuration of analytics, alerts, and health indicators
- Dashboards, validation, documentation, and operational handover

Application Performance Monitoring (APM) Enablement Services

Enablement of application performance monitoring to provide deep insight into application behaviour, transaction performance, and business impact.

Typical activities include:

- APM platform configuration and agent deployment
- Application and transaction instrumentation
- Baseline creation and performance analytics
- Business transaction and service mapping
- Dashboards, alerting, and operational handover

Digital Experience Monitoring (DEM) Enablement Services

Enablement of digital experience monitoring to provide visibility into network paths, cloud services, and user experience.

Typical activities include:

- DEM platform configuration and test design
- Monitoring of internet, cloud, and SaaS dependencies
- Network path and performance analysis
- Alerting, visualisation, and reporting
- Validation, documentation, and operational handover

Outcomes for Buyers

- End-to-end visibility of service health and performance
- Faster identification of performance issues and root causes
- Improved reliability of digital services
- Better understanding of user and customer experience
- Clear documentation and operational readiness

