Observability Tools Suitability Assessment

Benchmark current observability capabilities and identify areas for improvement to close observability gaps.

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OPENING MINDS

Making the case

The average number of network and application performance monitoring tools per company is over ten, yet less than half of them are actually being used. This is often because of workforce attrition, shifting priorities, a siloed approach, mergers and acquisitions, and the complexity of the tools themselves.

Unfortunately this leads to gaps in cover in some areas, and duplication in others. Problem resolution becomes more difficult and, over time, usage of the tools declines. And then someone suggests a new tool that will fix all problems and the cycle repeats! This proliferation of tools is expensive, inefficient and slows the business and IT team down.

Organizations that have broken this cycle use their existing tools to best effect and invest to fill real gaps, often as a service. Creating a holistic strategy that matches functional requirements and operational processes to business requirements is the key. Teneo's Observability Tools Suitability Assessment does exactly that. It allows organizations to benchmark current capabilities and identify areas for improvement to close observability gaps.

Teneo's Observability Tools Suitability Assessment forms part of StreamlineX, our innovative framework which enables IT teams to provide secure, optimized and observable connections between users and applications.

Our approach

Scope

- Project Management setup and toolkit
- Observability requirements
- Tool identification
- Stakeholders
- Operational processes (dependent on service level)

Collection

- Discovery Workshop
- Department interviews
- Tool features & functions
- Hard costs
- Deployment topology
- Data collection methods
- Data presentation method
- Utilization of tools
- Tool usage processes

Assessment

- Define current state
- Review of tooling
- Quality of data collection
- Review of processes (dependent on service level)
- Define future state
- Analysis
- Utilization assessment
- Duplication assessment
- Level of standardization
- Cost assessment

Reporting

- Written report
- Management summary
- Analysis report
- Cost summary
- Rationalization options
- Standardization options
- Recommendations
- Roadmap
- Remote presentation
- Open Q&A session

Service value

Right-Size With Confidence

Focus on the functional capabilities of your NPM, APM, or entire observability stack and analyze where you have gaps and overlaps.

Make Informed Decisions

Reach critical conclusions about making further investments in toolsets or training, or operations.

Improve Existing Tool Value

Receive recommendations to help you improve utilization of the toolsets and operational processes you require.

Optimize Monitoring

Determine the best way forward for ongoing configuration, operation and optimization of your existing toolsets.

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Service levels

Our Observability Tools Suitability Assessment is available in the following levels. Key components of each of these service levels are outlined below.

- Network (NPM): Focus on the use of tools and the data they provide
- Application (APM): Focus on observability into key business applications
- Observability: Assessment for NPM, APM and DEM
- Operational: Review and assessment of in-house skills, soft costs, and processes

NETWORK (NPM)
15 modules across 5 NPM tools
Discovery workshop to identify functional NPM requirements across LAN, WAN & Cloud
Up to five follow up departmental interviews to clarify requirements
Current / desired future state gap analysis
Tool cost review
Summary review & recommended actions, including rationalization, standardization, and roadmap to desired state
Remote presentation of findings
Access to NPM specialists and SMEs throughout the engagement

APPLICATION (APM)
1 business application (covering APM, application-aware NPM and EUE tools)
Discovery workshop to identify functional APM & application-aware NPM requirements
Up to 5 follow up departmental interviews to clarify requirements
Current / desired future state gap analysis
Tool cost review
Summary review & recommended actions, including rationalization, standardization and roadmap to desired state
Remote presentation of findings
Access to APM specialists and SMEs throughout the engagement

OBSERVABILITY
Covering up to 15 modules across 5 NPM / EUD tools and 1 business application
Discovery workshop to identify functional observability requirements
Up to 8 follow up department interviews to clarify requirements
Current / desired future state gap analysis
Tool cost review
Summary review & recommended actions, including rationalization, standardization and roadmap to desired state
Remote presentation of findings
Access to observability specialists and SMEs throughout the engagement

OPERATIONAL
Review and assessment of the in-house skills, soft costs and processes to meet requirements. Covering alerting, incident management, problem management and resolution

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Service outcomes

Receive a report that arms you with the ability to make better future decisions about:

- Monitoring tool investment value.

- Streamlining operational performance.

- Reducing costs through asset rationalization.

- Standardizing on specific tools.

- Tool strategy and future roadmap.

- Reducing labor hours spent on maintenance.

- Reducing business risk from downtime and equipment failures.

StreamlineX

Teneo's Observability Tools Suitability Assessment is part of StreamlineX, our innovative framework combining market-leading technologies that empowers network and security teams to embrace digital innovation and navigate the challenges of modern connectivity.

To ensure cost and performance optimization of your environment, our consultants will review your observability needs and assess those against your current toolset. We will then make recommendations for consolidation and cost savings, shining a light on any gaps that can be addressed with the StreamlineX framework.

Find out more about **StreamlineX**

Purpose Beyond Profit

In working with Teneo, you are helping to improve the lives of a million children around the world. Learn more

About Teneo

Most Network and Security teams are overworked so making progress is a challenge. We securely connect users to their applications by combining leading technology with expert guidance. You stay in control, simplify your operations and keep ahead of the game.

Find out more at **www.teneo.net**

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