

WHAT A VIEW!

The 4 Benefits of Topology-Powered Observability

and the real-world customer
stories behind them





Welcome

We're seeing it more and more: IT operations teams have way too much on their plates — managing servers, networks, hybrid, cloud, containers and application performance. And with those platforms often working independently of one another, handling it all with confidence is a near impossible, never-ending challenge.

That's where observability comes into play. Observability — the StackState® way — gives you the power to capture and relate data across the entire IT spectrum. Our unique topology-powered approach allows all involved to truly understand how your systems interact. Think of it as the intersection and visualization of AIOps and data. Our intelligent observability solution offers site reliability engineers (SREs) and DevOps teams unique, contextual insights across data silos, tools and technologies to help improve systems health and performance.

StackState maps the topology of your complete application environment, then correlates this topology data with telemetry and trace data from each component in the system at every point in time. Our Time-Traveling Topology™ lets you understand the impact of change on related components throughout your application environment.

This e-book provides a glimpse into how our clients leverage StackState's platform to:

- Gain a unified, end-to-end view of data across systems, applications and technologies
- Pinpoint root cause and improve customer satisfaction
- Enhance the customer experience with real-time insight across all systems
- Automate ticket resolution and reduce problem resolution time

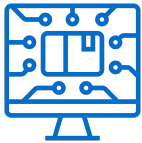
Keep reading to see how StackState could benefit you and your team!



Gain a unified, end-to-end view of data across systems, applications and technologies

How this communication provider ensures reliable services, supported by an end-to-end observability solution

Situation:



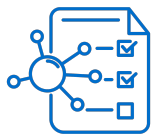
The TV team at a leading global telecom company was in the process of transforming their infrastructure with the addition of virtual platforms, containers and microservices. However, this migration was creating complexity and blindspots. That made it difficult to see how different parts of the system were impacting performance—and ultimately, customer satisfaction.

Solution:



To keep their customers happy, they needed to maintain rock-solid reliability while continuing their infrastructure transformation. StackState's end-to-end, observability solution mapped the topology of their complete application environment, allowing the company to understand what pieces were related to each other as well as what pieces were unrelated. When issues arise, it's now easier to pinpoint the root cause and get the right people involved to fix the problem, resulting in decreased mean time to remediate (MTTR), greater efficiency and reduced costs.

Results:



- Access to one unified view that puts dependencies in context
- Faster identification of an incident's root cause, which expedited the appropriate team's involvement and reduced MTTR
- Improved customer happiness by increasing availability and accelerating resolutions

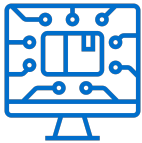
"With StackState, we see how everything is connected, if everything is going well or if we're struggling to deliver a proper TV service."

— Head of IT Operations, Global Telecommunications Provider

[See the full observability case study >](#)

Pinpoint root cause and improve customer satisfaction

How an international bank reduced resolution time by quickly identifying the root cause of outages



Situation:

A European bank's customer service had sub-par uptime of only 97.57%. When their services went down, they had a four-to-six-hour MTTR. So it's no surprise that the NPS was a low 6.6. The technology team knew they needed to remedy this situation quickly.



Solution:

StackState's topology-powered observability platform was integrated with the bank's existing technology. This integration gave them an aggregated view of their infrastructure so they could correlate data across multiple systems. Now all of the bank's 20+ teams have real-time visibility into dependencies between services across its hybrid IT landscape. With improved insight and common understanding across tools, the teams can instantaneously prioritize and correctly assign IT issues, saving valuable troubleshooting time..



Results:

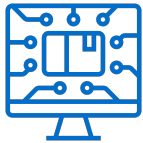
- Quickly identify root cause and reduce resolution times
- Collect and correlate all performance data within one dashboard
- Assign IT issues to the right people
- Track any change in the IT landscape with StackState's Time-Traveling Topology

With root causes revealed, the bank now enjoys a high 99.8% availability, an MTTR of under an hour and an 11.6 customer service net promoter score.

[See the full observability case study >](#)

Enhance the customer experience with real-time insight across all systems

How this Netherlands-based rail operator dramatically reduced MTTR to improve the customer journey



Situation:

A leading international rail operator introduced a high-speed train that did not meet expectations and never saw long-term operation. To enhance their brand image, they set ambitious goals: reduce time to market of new initiatives within their complex IT landscape, improve the customer journey and double international travelers by 2030.



Solution:

To optimize the customer journey, data analysis and data science became critical for measuring the indicators and outcomes of experiments and regular business. It was imperative for the rail operator to break down the silos between data generated and stored within their current environment. That's where StackState came in: all of the monitoring data from their existing systems was brought together within StackState's topology-aware observability platform. With this data, StackState generated full-stack visibility and a shared understanding of data across teams and tools.



Results:

- Improved team efficiency and productivity
- Created faster feedback loops, allowing for rapid trials of new initiatives
- Minimized downtime and increased revenue

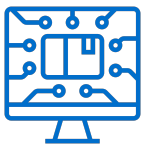
“StackState acts as a lens where our data is focused on a single, cross-domain perspective and analysis. This focus ensures higher productivity and rapid experimenting across our business and DevOps teams while maintaining stability and business performance.”

— Head of IT, European Rail Operator

[See the full observability case study >](#)

Automate ticket resolution and reduce problem resolution time

How an enterprise IT service provider achieved an 85% reduction in ticket resolution time



Situation:

This global consultancy and IT service provider sought to apply AI and observability to automate ticket resolution for their customer platform. When an issue occurred, they were receiving too many alerts across too many environments, making it difficult to determine the original cause and solve the right problem.



Solution:

To create a foundation for automated ticket resolution, they needed comprehensive, topology-powered observability to correlate details and provide crucial context across multiple systems. StackState's 4T[®] Data Model — which correlates topology, telemetry and traces over time — delivered fast and accurate root cause analysis that powered the company's automated self-healing capabilities. This intelligent automation helped the company predict and avoid problems, accelerate remediation, reduce the number of incidents altogether and ultimately provide better services for their customers.



Results:

- Automated ticket resolution combined with self-healing capabilities
- Achieved up to 70% reduction in number of tickets
- Realized up to 85% reduction in problem resolution time

“StackState gives us the ability to constantly track what's happening in our constantly changing environments, particularly now that the cloud is evolving so quickly, and we are continuously delivering into those environments.”

— Managing Director, Global IT Consultancy

[See the full observability case study >](#)



Topology-powered observability filters out noise and drives results.

Actual statistics gathered from StackState observability clients.

A circular progress indicator with a white center and a yellow ring, showing 84% completion.

84%

Decreased MTTR
by identifying root cause of an incident

A circular progress indicator with a white center and a yellow ring, showing 80% completion.

80%

Cost Reduction
associated with incidents and outages

A circular progress indicator with a white center and a yellow ring, showing 65% completion.

65%

Fewer Outages
through real-time unified observability

A circular progress indicator with a white center and a yellow ring, showing 85% completion.

85%

Time Saved
in search of root cause

Our Observability Guarantee

StackState not only discovers and monitors your environment, we also aggregate data from your existing monitoring solutions and merge it all into a one-of-a-kind, topology-based model that correlates all data over time.

We give site reliability engineers (SREs) and DevOps teams unique, contextual insights across data silos, tools and technologies to help you improve your business's health and performance in today's rapidly changing environments.

In short, StackState helps your IT teams be more successful at keeping your systems reliable and resilient. Here's how:



Unified Insights

StackState gives you real-time visibility into your entire IT landscape so you can understand relationships across services and how changes affect your environment.



Automatic Root Cause Analysis

StackState automatically pinpoints probable root cause of incidents to help IT operators reduce the MTTR.



Noise Reduction

StackState clusters alerts that are likely caused by the same underlying problem so you don't waste time investigating an effect rather than a cause.



Impact Analysis

StackState lets you see how a change to any component in your environment impacts every other component – and how the business is affected. Whether it's a new container spinning up, a deployment, a configuration change or an overloaded database, you can easily see the effect of each activity on your entire environment.



Autonomous Anomaly Detection

StackState uses machine learning to analyze metric streams in search of any anomalous behavior, based on past activity. It requires no configuration and will start working right out of the box. Detecting anomalies can help you prevent issues before they occur.

Ready to see real-world results?

[Talk to us!](#)





About

StackState, the only topology-powered observability company, is purpose-built to improve performance of today's dynamic, containerized, cloud-based and hybrid environments. The company's unique Time-Traveling Topology tracks all dependencies, relationships and configuration changes over time and correlates them with telemetry from across the environment.

StackState's approach delivers a comprehensive view of your stack as it changes, enabling you to find and fix problems faster and proactively prevent issues from impacting users. Leading enterprises like KPN, Vodafone, Accenture and AXA rely on StackState to deliver on their AIOps vision.

For more information, visit www.stackstate.com

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