Service Manage - Watch:

A global supervision solution for network services and applications

Manage the performance of all your IT services with a cross-functional solution based on artificial intelligence.

Business Services orange™

Monitoring IT performance: a complex task

Corporate information systems rely on a multitude of interconnected services from different suppliers.

Measuring the performance of these IT services is therefore increasingly complex.

Traditional monitoring tools are based on a siloed structure involving one tool per service or category of services.

At a time when visibility into application and network performance is more critical than ever, the resulting disparity makes global management of IT services virtually impossible.

70 %

of IT departments learn about performance problems from their end users.

Source: Gartner

Challenges that impact IT performance

| Lack of global visibility	Inability to anticipate incidents	Inadequate alert management
Identifying the root causes of incidents or recurring events that can cause problems is a near-impossible challenge when organizations lack visibility across their entire IT ecosystem.	If a company is unable to implement preventive actions or lack the tools and resources to adopt a proactive approach, they are exposed to technical risks that can jeopardize their information systems.	The information reported on incidents by traditional monitoring tools is often incomplete and unsuitable because the configuration is done independently of the company's activity.

Service Manage - Watch, a state-of-the-art service to manage the global performance of your IT ecosystem

The service covers your company's entire IT perimeter: network, applications, equipment, and user experience. It interfaces with the monitoring tools already deployed to retrieve metrics, but also with the ITSM tools in place that generate incident tickets from the alerts received. It is independent of existing suppliers and service desks (Orange or third parties).
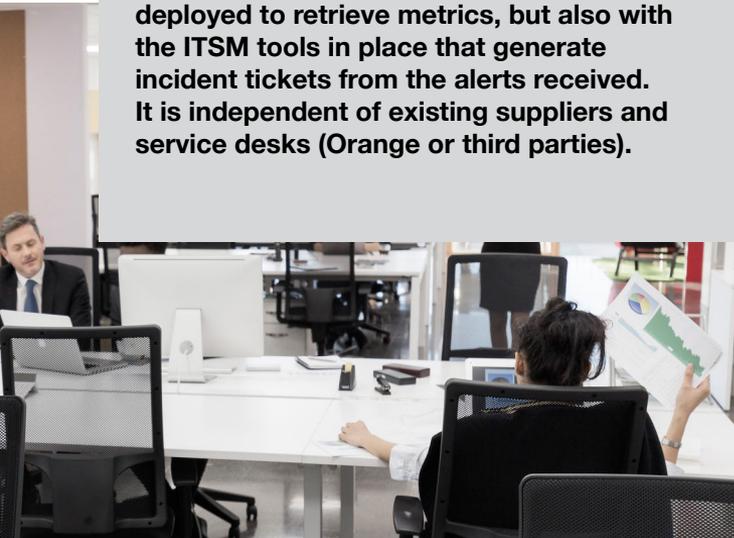
Main features

Automated event analyzer

All metrics coming from different monitoring tools are gathered in the Orange Data Lake and correlated for analysis using an artificial intelligence module (configurable rules engine or machine learning) to generate alerts in a proactive and predictive way.

One portal

In addition to providing reports on the availability of your services, Service Manage - Watch portal delivers an end-to-end, detailed, and real-time view of all your relevant perimeters with dashboards.

Team of dedicated experts

To support the existing service desk, an Orange team intervenes to address all of your questions on configuration, maintenance and alerts generated (or those that should have been generated), thus continuously improving the global supervision solution, particularly event correlation.

100% adaptable solution

Service Manage - Watch offers different levels of service and supervision to suit each technical environment. The key? Customized incident and correlation monitoring to consider all of your activity, including criticality of your sites and applications, seasonality, changes and evolutions.

The advantages of Service Manage - Watch for your company
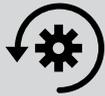
Maintain the optimal performance of your IT ecosystem

Reduce the number of incidents and solve issues more quickly

Increase productivity in the operational management of your IT services by anticipating possible problems

Guarantee the availability of your networks and applications

Predict incidents with proactive alerts that identify potential causes of malfunction

Customize alerts to assess the impact on your business

Improve decision-making for your information system

Identify potential gaps and areas for improvement with end-to-end visibility on your IT perimeter

Respond to changes in your IT services, in particular from a global perspective, with an adaptable solution

An international pharmaceutical company optimizes the performance of its information system with Service Manage - Watch

Challenge

The customer was looking for a solution to overcome the lack of visibility on the status and performance of its services deployed on various components of its information system (infrastructure, network, and applications). At the same time, they also wanted to change the monitoring tool for their local network and to be able to use their new ITSM solution to track tickets.

Solution

Watch interfaces with existing monitoring tools, and integrates with new tools, ingesting data to ensure that all required parameters across the customer environment are taken into consideration. As a result, the correlation makes it possible to monitor and anticipate performance problems related to the customer's applications hosted in the public clouds from each site.

Benefits

By analyzing and therefore optimizing the performance of business-critical applications, the customer was able to improve their availability and protect itself from downtime due to incidents in product manufacturing.

Aplications Performance — Network Performance — User Experience — Infrastructure

Monitoring Tools

Events

Service Manage - Watch

Data Lake

Experts Monitoring Team — Alerts — Real Time Dashboard

Service Desk — CMDB — Customer ITSM
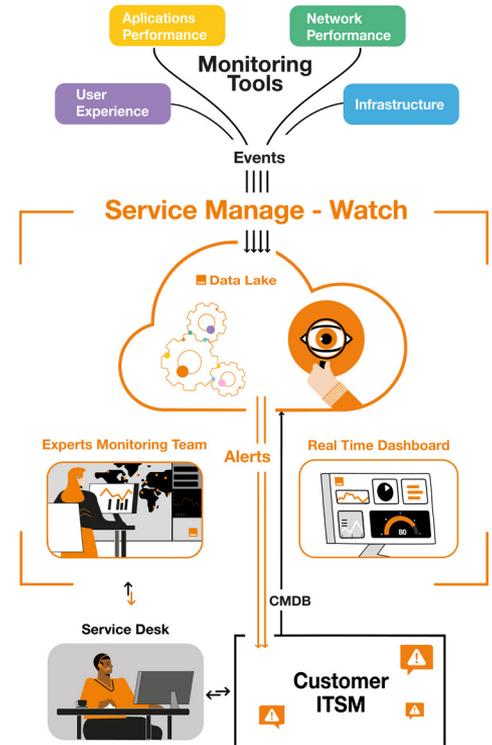
Why Orange Business Services?

■ Orange places data and artificial intelligence at the heart of its innovation model with proven experience in these areas.

■ Your data is managed solely by Orange Business Services in its own data lake, thus ensuring confidentiality and security.

■ Orange has extensive expertise in network services through its position as an operator and integrator in the management of complex projects and corporate digital transformation.

For more information,
contact your sales representative.

www.orange-business.com

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