



Today, the success of a company is often proportional to the performance of its business-critical applications. Targeted monitoring and event management design that can be easily implemented is crucial here. The design review gives you the confidence that you can rely on your monitoring system.

The initial situation can be multifaceted: hybrid and multi-cloud environments create a high level of complexity when it comes to keeping track of a business-critical application's dependencies. In addition, availability and user experience requirements are increasing both internally and externally.

What does the Monitoring & Event Management Design Review from Swisscom entail?

You are currently using monitoring and/or event management for your application or business process. However, your situation has changed – you have migrated your application to one or more clouds and would now like to be sure that your monitoring is suitable for your requirements.

The Monitoring & Event Management Review focuses on precisely this question. Our experts first take stock of your situation and familiarise themselves with your application and monitoring system. Based on this information, we perform an in-depth analysis and risk assessment, taking into account best practices with regard to the latest technologies and tools.

All blind spots and risks are summarised in a subsequent review report. In addition, we point out vulnerabilities and risks and provide specific suggestions for improvement.

How you benefit with the Monitoring & Event Management Design Review from Swisscom

- **Vulnerabilities and risks**
You receive an independent assessment of your monitoring and event management design. Vulnerabilities and corresponding risks are identified and evaluated.
- **Specific recommendations for action**
We provide you with specific recommendations for action along with measures for improving your monitoring and event management design – always taking your requirements into account.
- **Neutral assessment**
You receive an unbiased provider and platform assessment as well as suggestions with the goal of meeting your business requirements with regard to availability and reliability.

Our Monitoring & Event Management Design Review methodology





Facts & figures



Duration and costs

Duration: four days, comprised of

- one day workshop at your location; online also possible
- three days of analysis, interviews, preparation of the review report and presentation of the results by Swisscom

Costs: CHF 9,800



Basic approach

Inventory

We get to know the actual situation of your application in two two-hour workshops.

They include:

- Workshop 1: Getting to know the application and the current monitoring and event management design (whiteboarding, hands-on)
- Workshop 2: Deeper exploration of design insights from Workshop 1 in addition to discussions on details and requirements
- Additional interviews are conducted as needed to explore topics in greater depth

Expert review

In-depth analysis and drafting of the review report based on the data collected in the inventory.

Presentation of results

Presentation of Swisscom expert assessment in a workshop, including:

- Summary of the blind spots and risks
- Specific action steps for optimisation using a high-level monitoring and event management design description



Additional services

Detailed concept and implementation

Drafting the detailed concept for the high-level design proposed in the review and subsequent implementation of the concept.

Drafting the SLI/SLO definitions

Presenting the SLO/SLI concept and collaborative drafting of the main user journey and associated service level indicators.

Reliability Management

With a range of reliability management services, we can help you to improve your application's reliability, this includes support from a customer reliability engineer during an event, automated alerts to the CRE should a violation of service level objectives occur, and regular reliability reports.