



Innovative, digital business applications only give you the edge on the market if they are reliably available. When business-critical applications suddenly stop working, companies are often faced with unpleasant damage to their finances and reputation. By recognising the relevance of application reliability, Reliability Management from Swisscom helps you increase your efficiency.

**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 Reliability Management from Swisscom entail?**

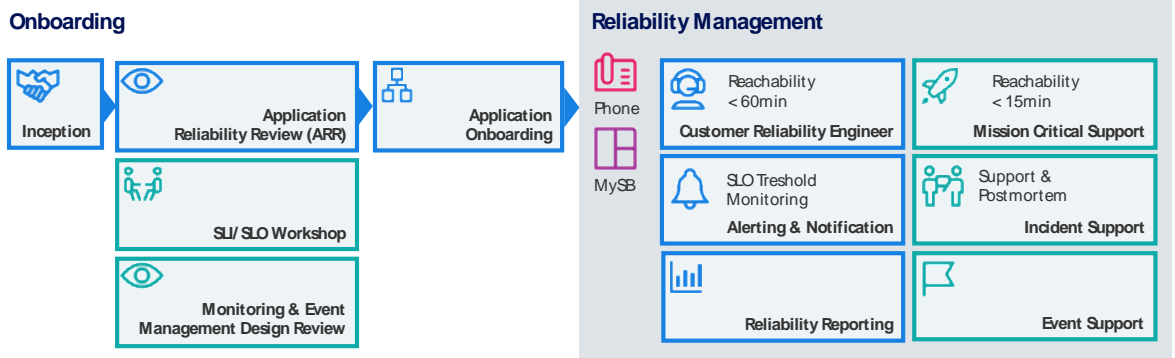
Reliability Management focuses on the customer application and associated business requirements in order to consistently improve application reliability and mean time to repair (MTTR) in a shared responsibility model between you as the customer and Swisscom (as well as other partners, where applicable). Various instruments enable us to analyse existing application architecture, to learn from previous events and propose suitable improvement measures. Should an event occur, you can obtain expert advice from the Swisscom customer reliability engineer (CRE) in the shortest time. They act as a technical intermediary and advisor.

The applications and related components are mapped onto a service impact model. An alarm system that provides alerts about violations of commonly defined service level objectives is also established. This enables the CRE to quickly identify events and mobilise the responsible teams if necessary.

**The benefits of Reliability Management**





- **Continuous improvement**  
Thanks to ongoing assessment, analysis and learning, the risk of an outage is significantly reduced and the reliability of the application is continuously improved.
- **Access to experts in the shortest possible time**  
A technical expert can be called in to help in the shortest possible time and will be on hand to assist you from the beginning of an event through to the end.
- **Shorter mean time to repair (MTTR)**  
The long search for the cause of an event is significantly reduced thanks to the Service Impact Model. Responsible teams are quickly identified, which has a very positive effect on the outage time.

**The solution at a glance**





## Facts & figures

 <b>Onboarding</b>	<p><b>Application Reliability Review (ARR)</b></p> <ul style="list-style-type: none"> <li>- Analysing and developing the solution architecture and the dependencies of the application in accordance with best practices with regard to the newest technologies, working methods and tools</li> <li>- Identifying, evaluating and prioritising risks, suggesting mitigation measures</li> <li>- Summarising the examination findings review report</li> </ul>
	<p><b>Application onboarding</b></p> <ul style="list-style-type: none"> <li>- Mapping the Service Impact Model in the Swisscom Reliability Management System</li> <li>- Integration of customer application monitoring</li> <li>- Setting up the SLO threshold alarm</li> </ul>
 <b>Reliability Management</b>	<p><b>Customer reliability engineer (CRE)</b></p> <ul style="list-style-type: none"> <li>- Intervention from the CRE within a maximum of 60 minutes in case of an event</li> <li>- The CRE provides support as a technical advisor during the event from beginning to end</li> <li>- Creating a post-mortem report after the event in collaboration with you</li> </ul> <p><b>Alerts &amp; notifications</b></p> <ul style="list-style-type: none"> <li>- Automatic alarm triggered by the violation of service level objectives</li> <li>- CRE isolates the underlying causes of the event using the service impact model</li> <li>- Mobilising the responsible teams and the CRE informs them about the event</li> </ul> <p><b>Reliability reporting</b></p> <ul style="list-style-type: none"> <li>- Monthly report with SLO deviations and events during the report period</li> <li>- Quarterly report with additional cross-event analysis, measures for improvement, and updating the risk matrix</li> </ul>
 <b>Optional services</b>	<p><b>Drafting the SLI/SLO definitions</b></p> <p>Presenting the SLO/SLI concept and collaborative drafting of the main user journey and associated service level indicators</p> <p><b>Monitoring and Event Management Design Review</b></p> <p>Implementing a Monitoring and Event Management Design Review.</p> <p><b>Mission-critical support</b></p> <p>Reducing the intervention time of the CRE during an event to a maximum of 15 minutes.</p> <p><b>Event support</b></p> <ul style="list-style-type: none"> <li>- CRE supervision of plannable, business critical events (e.g. migrations, peak sales times, disaster recovery testing)</li> <li>- Reviewing the operational readiness off the application according to requirements</li> <li>- Risk analysis and preparing risk-mitigating measures</li> </ul>
 <b>Additional services</b>	<p><b>Implementations &amp; adjustments</b></p> <ul style="list-style-type: none"> <li>- Implementing SLI/SLO in addition to monitoring and event management concepts</li> <li>- Implementing optimisation proposals from the reviews, damage mitigation measures, adapting the solution design and modernising the application.</li> </ul>

The information in this document does not constitute a binding offer. It is subject to revision at any time.

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