

CIRRUS

# CIRRUS OBSERVE MANAGED SERVICES

APP MONITORING

Deliver exceptional  
digital experience  
through actionable  
insights.



Talk to Cirrus  
1800 549 616

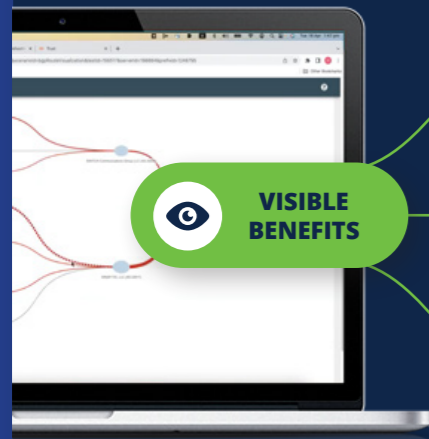
CIRRUS  
POWERED  
MANAGED  
SERVICES



# APPLICATION DEPENDENCY MONITORING (ADM) BEST PRACTICES

## INTEGRATE SEAMLESS VISIBILITY FOR YOUR APPLICATIONS

Strengthen application security, enhance performance, and optimise resources while lowering costs.



### VISIBLE BENEFITS

- SECURITY**  
Actively identify and block vulnerabilities found in application run-times.
- PERFORMANCE**  
Monitor hybrid and cloud-native applications with digital experience and dependencies.
- OPTIMISATION**  
Lower costs by increasing asset utilisation and optimising resource allocation for workloads.

#### PERFORMANCE OPTIMISATION

Identify performance bottlenecks and pinpoint dependencies contributing to latency or reduced application responsiveness. Optimise systems and improve overall performance by understanding these dependencies.

#### CAPACITY PLANNING AND SCALABILITY

ADM enables you to understand how changes in the load or demand on one component can affect others. You can scale resources by analysing dependencies accordingly, ensuring optimal performance and preventing resource exhaustion.



#### TROUBLESHOOTING AND ISSUE RESOLUTION

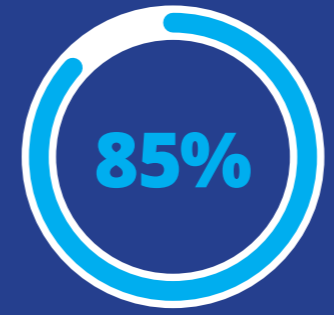
When an application or service malfunctions, ADM provides valuable insights into the root cause and helps identify which component or dependency is causing the problem, speeding up troubleshooting and enabling faster resolutions.

#### RISK MITIGATION

Proactively monitor dependencies and detect potential risks before they escalate into critical issues. Implement appropriate measures to mitigate risks and enhance system resilience by identifying weak points or single points of failure.

#### CHANGE MANAGEMENT

When making changes to an application environment, such as deploying new code, updating configurations, or adding/removing components, ADM helps assess the potential impact on other system parts, reducing the risk of unintended consequences and allowing for better change management.



85% of businesses need to cut through data volumes and identify performance issue root causes.

# SILVER AND GOLD SERVICE PLANS

Cirrus offers top-tier application monitoring to help you achieve exceptional performance and reliability without the need to perform in-house services.

Description	Silver Customer in-house	Gold* Cirrus as-a-service
Application Monitoring (AppMON)	✓	✓
Cirrus Service Desk - Self Service Portal	✓	✓
Cirrus Service Desk - Requests & Incidents	8 x 5 hr/day	24 x 7 hr/day
AppMON Platform Access & Admin	✓	✓
Customisable Dashboards & Reports	✓	✓
Cirrus NOC Support		✓
AppMON Platform Operated & Monitored by Cirrus NOC		✓
Cirrus NOC - Dashboard Views & Analysis		✓
Cirrus NOC - Performance Optimisation Recommendation		✓
Reporting		✓
Capacity Planning & Scalability Assessment		✓
Service Level Objectives & SL metrics	8 x 5 hr/day	24 x 7 hr/day

\*Price on Application

## SOLUTIONS BACKED WITH EXPERTISE

### APPLICATION MONITORING (APPMON)

Cirrus provides application and business insights across your infrastructure stack to assure the performance of managed and unmanaged (third-party) application services and APIs, including internet and cloud network performance.

### CIRRUS SERVICE DESK - SELF SERVICE PORTAL

Lodge incidents or requests with the Cirrus Service Desk team on unplanned interruptions or if there is a reduction in the quality of your AppMON service via our portal.

### CIRRUS SERVICE DESK - REQUESTS & INCIDENTS

In the case of an Incident, the Service Desk will capture pertinent information regarding your issue to create a ticket for resolution.

### APPMON PLATFORM ACCESS & ADMIN

Give your admin visibility and access to the Cisco ThousandEyes portal to identify root causes and location issues, produce reports and more.

### CUSTOMISABLE DASHBOARDS & REPORTS

Create dashboards, proactively monitor Core Service Web Vitals, performance metrics, and receive custom reports.

### CIRRUS NOC SUPPORT

Underpinned by our robust ITSM framework, the Cirrus NOC Managed Services team incorporates all the operational activities required to maximise performance and availability across your service.

**Silver Tier:** You build and manage the Application monitoring, we manage the platform

**Gold Tier:** We build and manage the Application monitoring to your business requirements leveraging proven patterns from previous engagements.

### APPMON PLATFORM OPERATED & MONITORED BY CIRRUS NOC

We take care of the monitoring platform for you, so you can focus on the high business value application availability and performance monitoring.

### CIRRUS NOC - DASHBOARD VIEWS & ANALYSIS

**Gold Service:** The Cirrus NOC see your business critical applications/services that make up user experience in a single view. Interactive visuals make it easy for Cirrus to analyse, plan service rollouts, isolate problems, recommend action and resolve issues faster.

### CIRRUS NOC - PERFORMANCE OPTIMISATION RECOMMENDATION

We will be able to spot bottle-necks which are constraining your applications performance and user experience and provide pragmatic cost-effective solutions.

### REPORTING

Provide a unique, unbiased metric-based perspective on public cloud performance and stability over time with recommendations so that you can make informed architectural decisions.

### CAPACITY PLANNING & SCALABILITY ASSESSMENT

Identify service constraints and network routing to enable pragmatic recommendations to ensure adequate and consistent user experience

### SERVICE LEVEL OBJECTIVES & SL METRICS

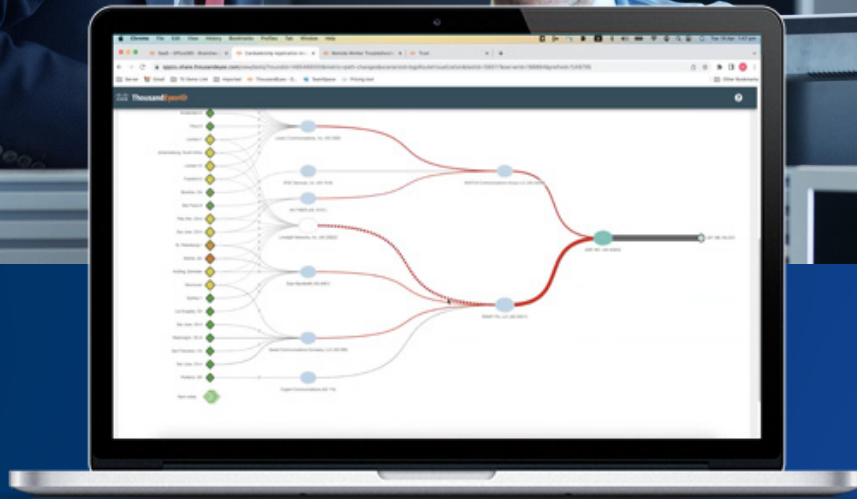
Published and reported Service Levels for the AppMon service to ensure timely response to incidents, service requests, upgrades and changes to maintain the service in peak condition whilst ensuring it keeps up with your digital transformation program.

Using advanced monitoring tools like Cisco ThousandEyes, a Cirrus service ensures that your applications are continuously monitored and optimised.

**ThousandEyes**

ThousandEyes is now part of Cisco. 

CIRRUS



## SEE MORE, SOLVE MORE

**Easily provide comprehensive monitoring, proactive incident management, performance optimisation, and valuable insights to achieve excellence for your brand.**

**“Drive innovation to deliver outstanding user experiences”**



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