

Observability and APM services with IBM Instana



Full stack, Hybrid Observability and APM (Application Performance Monitoring)

Distributed systems, cloud-native applications, and today's modern intelligent apps are complex and prone to failure. These systems use microservices architecture and are often distributed across public cloud and on-prem/private cloud environments, incorporating cloud-native and emerging technologies. DevOps, SRE, IT, and engineering teams need to ensure that these systems have high uptime, perform satisfactorily, and meet business demands.

Observability is business-critical and plays a vital role in managing these challenges. It is the ability to understand a system's internal state by analysing the data it generates, such as logs, metrics, and traces.

In a recent study, 90% of IT leaders reported that observability is essential to business success, and 78% saw observability as a key enabler for achieving core business goals.

Observability enables teams to understand what's happening in context across multi-cloud environments, allowing them to detect and resolve the underlying causes of issues. The three pillars of observability are:

Metrics: Provides numeric measurements of a system's performance (e.g., CPU usage, memory utilisation, and error rates).

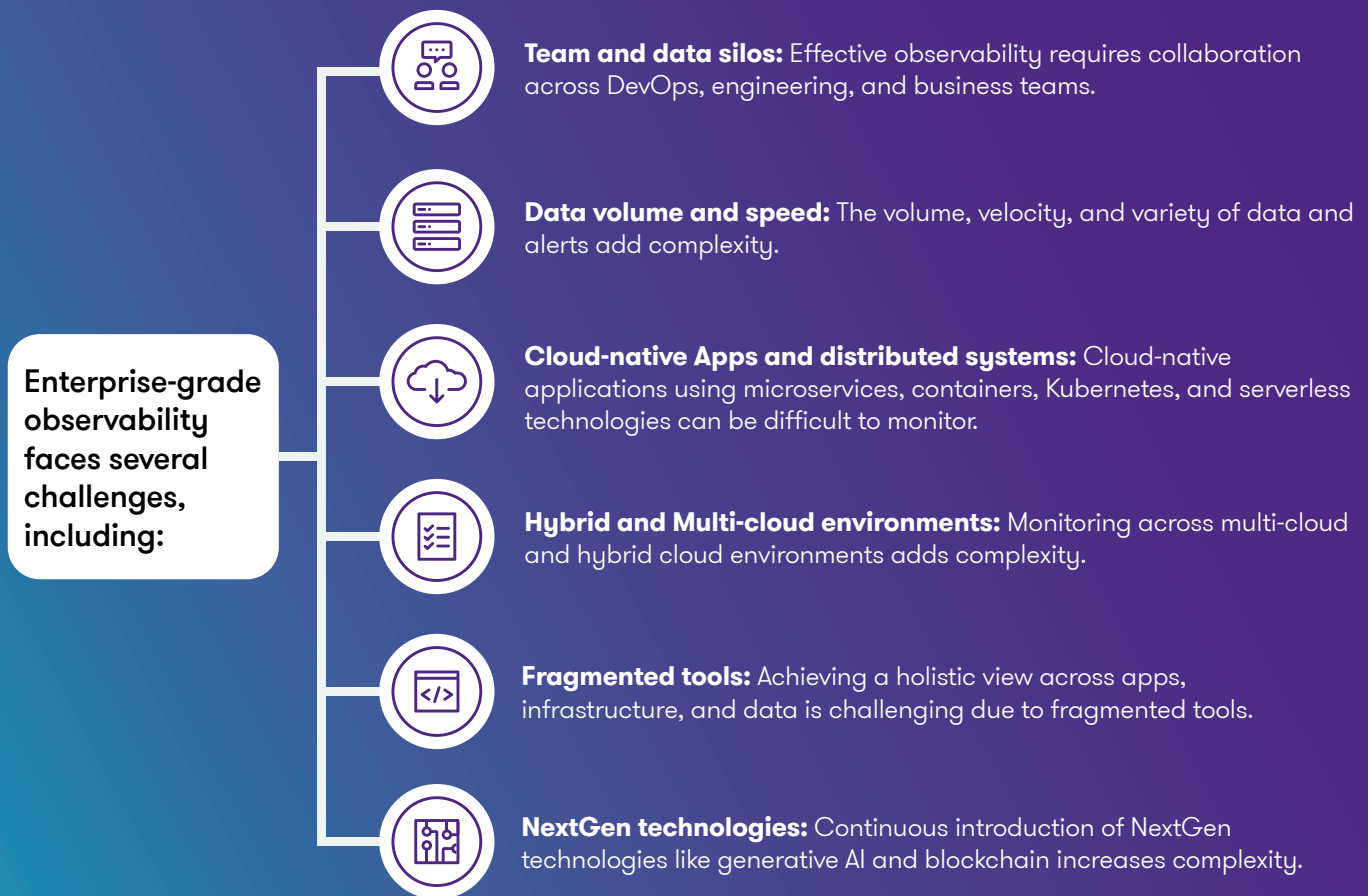


Logs (and Events): Records events, warnings, and errors in an IT environment, typically stored in text files, with information such as time, error logs, and user IDs.

Traces (also known as Distributed traces): Helps diagnose issues by identifying where the problem occurred within a system and the root cause. This is especially useful in microservices and cloud-native systems.



Challenges with Observability



IBM Instana

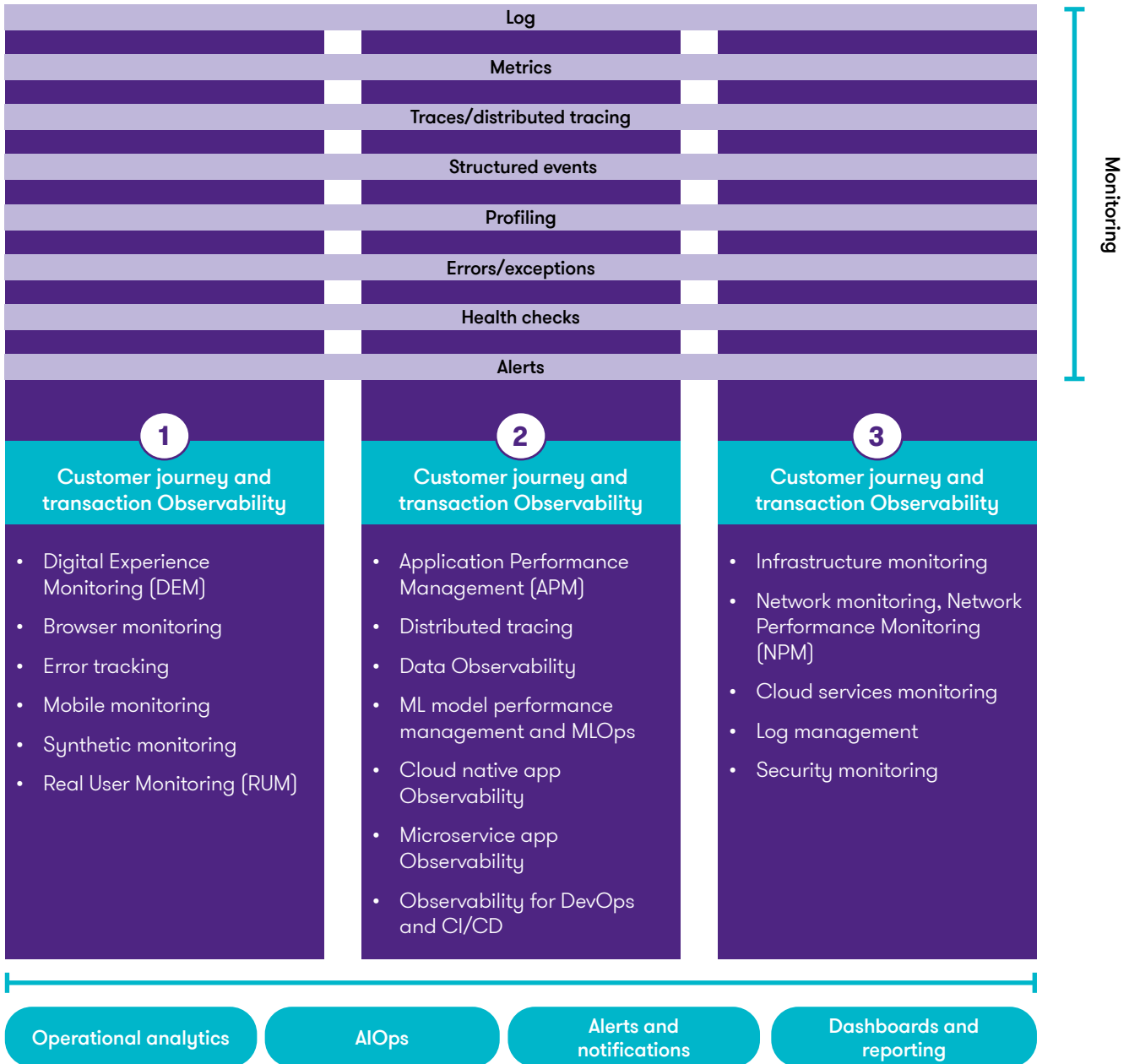
IBM Instana is a market-leading observability and APM (Application Performance Monitoring) tool designed and built from the ground up for cloud-native technologies. Instana is recognised as a leader in the Gartner Magic Quadrant for APM and observability.

Some unique capabilities and features of IBM Instana include:

- Real-time observability across the enterprise's hybrid estate, providing insights to stakeholders across DevOps, SRE, ITOps, platform engineering, and business teams.
- Automated discovery and monitoring of cloud infrastructure and applications.
- Provides accurate, real-time data in context for all teams that need it.
- High-fidelity data (not sampling-based), with 1-second metric granularity and end-to-end tracing.
- Reduces noise by automating issue resolution with alerting.
- Helps understand dependencies across mobile apps, web services, containers, and cloud infrastructure.
- Supports over 300 technologies, including major cloud hyperscalers (AWS, Azure, Google Cloud), databases (AWS RDS, Oracle, DB2, Cassandra, Redis, SAP HANA, MongoDB, MySQL, PostgreSQL, Azure SQL DB, Google Cloud Datastore), Kubernetes, Docker, Serverless, and various operating systems.
- Fully supports OpenTelemetry and cloud-native technologies.
- Provides real-time performance monitoring for generative AI applications.
- Simple and predictable pricing.


Full stack Observability


Instaana supports full-stack observability across web and mobile apps, services, containers, and cloud infrastructure. It encompasses logs, metrics, and distributed traces, offering a complete view of your system's performance.





Our services for IBM Instana Observability


Our services for IBM Instana Observability cover strategy, assessment, design, implementation, managed services, and operations:

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Observability strategy: We help develop an enterprise-wide observability strategy, ensuring you achieve the maximum business value from your observability, monitoring, and APM investments.

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Observability assessment: We perform a quick (3 to 6 weeks) assessment to understand your challenges, analyse your current observability state, depict the future state, and plan the roadmap.

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Observability design for Instana: Detailed design, project planning with dependencies, and tools integration plan.

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Instana implementation: We assist in implementing Instana Observability across your cloud and IT estate, including websites, mobile apps, services, containers, and infrastructure.

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Managed services and operations for Instana: We offer managed services and operational support across public and private cloud environments, including infrastructure, apps, data, and AI.

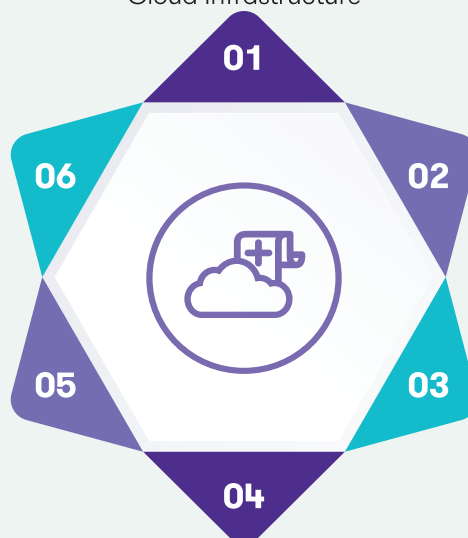
Why Grant Thornton Bharat?

We take an enterprise-wide, business-focused approach to working with our clients. We understand that observability is critical not only for IT and operations teams but also for business stakeholders. With our unique full-stack approach, we ensure that you have an end-to-end observability and monitoring solution tailored for all your users.

Our unique **full stack observability approach** across Digital Exp, Apps, Services, Cloud Native, Containers, Serverless, and Cloud Infrastructure

Business focused approach.
Experience in different industry verticals

Curated set of **processes, methodology** and **delivery accelerators**



Our Collaboration with IBM globally allow us to be abreast with latest IBM tools and services

Cloud certified architects and engineers with deep experience in Observability and monitoring

Experience in IBM Automation toolchain including IBM Instana, IBM Cloudability & IBM Turbonomic



About Grant Thornton Bharat

At Grant Thornton Bharat, we are committed to bringing positive change to all that we do. We are a founding member firm of the Grant Thornton international network and India's pre-eminent consulting firm. We offer a range of solutions in assurance, tax, technology, managed services, deals, ESG and risk consulting to mid-market companies, government, large corporates, and digital natives. We **#GoBeyond** for our people, clients, and communities to shape **Vibrant Bharat**.

19 offices | 11,000+ people

(as of 2024)

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76,000 people | 150 countries**

Our offerings

Our offerings include solutions for governments, large corporates, middle market and digital natives across various industries and channels:



Assurance



Global delivery



Deals consulting



Tax, regulatory & finance consulting



ESG & risk consulting



Transformation consulting



We are Shaping Vibrant Bharat

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