

# Deloitte Observability Practice

Observability enables you to gain full visibility and deep insight into the business and system behaviour across your organisation. This leads to an uplift in operations, security, resilience and cost savings.



Traditional monitoring and logging are not well equipped for hybrid-cloud and modern architectures. Data is growing in scale, systems are more flexible and ephemeral and service and systems have greater interdependency. Observability will allow us to provide the right actionable data to teams in real-time providing powerful business outcomes.

Organisations recognise the need to innovate, but in a world of digital disruption, this cannot be a one-time event. Successful business performance relies on continuous innovation, including observability of critical business functions.

### What is intelligent observability?

Intelligent observability goes beyond metrics, logs, and traces to provide actionable answers through AI and dependency mapping. Providing teams with personalised information about what they care about in real-time provides teams with actionable data which can lead to quicker decision making, cost savings, improved efficiencies, and greater customer satisfaction.

### Deloitte Operational Engineering & Observability Practice

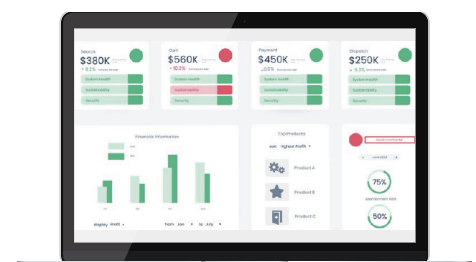
#### What it is

The Deloitte Observability Practice delivers critical customer outcomes and accelerates digital transformations through holistic, end-to-end business insights. The Deloitte observability strategy, powered by Dynatrace, goes beyond observability using data to achieve the needs and business outcomes of our clients, ensuring flawless and secure digital transactions.

#### What we do

Through client Event Monitoring & Management (EMM) workshops, Deloitte defines the current and future strategy and builds towards implementation through people, processes, and tools. Deloitte views critical and non-critical business functions end-to-end, in real-time and helps clients assess their journey to event monitoring, including personas preferences, and provide metrics in a single view.

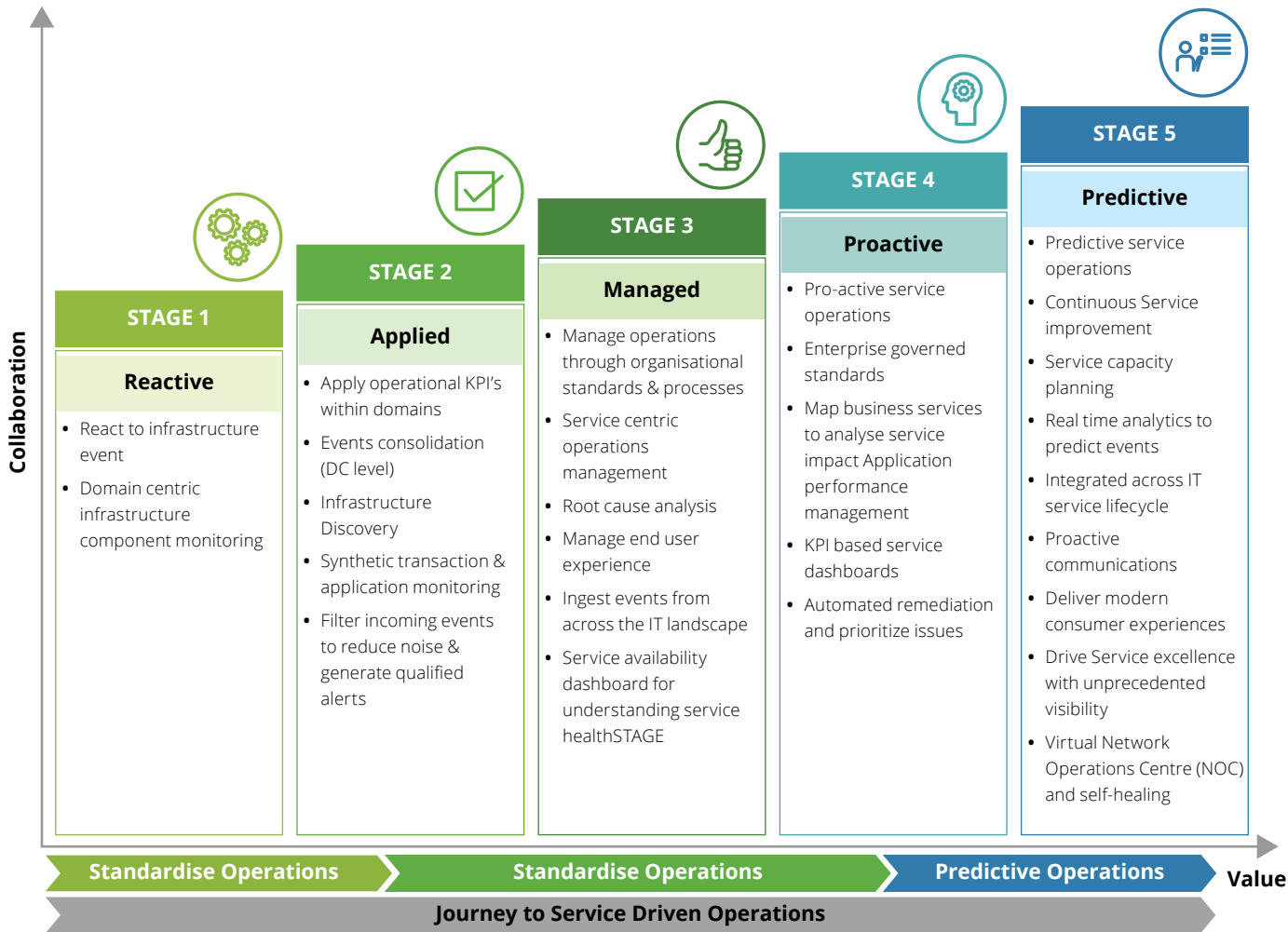
We include business metrics, a sustainability score, and other important aspects for each business function that the organization wants to see in a single view.



### Retail Executive Persona Dashboard

End-to-end view of the cart provides users with a real-time view and delivers powerful insights of operational, business, security, and sustainability functions in real-time.

### The Observability Maturity Model



#### The Observability Maturity Model

Step one in the EMM Strategy is assessing client observability maturity. Whatever stage the organization is at determines the uplift required. Having a correlated view across the business provides organizations with real-time and actionable insights that help client businesses grow.

#### Why Deloitte

The Deloitte Observability Practice delivers broad and deep observability, advanced AIOps, and modern delivery expertise to accelerate digital transformation for the world's largest organisations. The Practice provides advisory and implementation services across market sectors, working with Deloitte sector leaders to gain detailed knowledge of each market such as climate and emissions to provide carbon footprint scores.

With over 30 Dynatrace Associate-Certified individuals, Deloitte continually increases internal knowledge, adding value to each business function area observed. Deloitte received the APAC Dynatrace Cloud Innovation Award for 2018 and 2022 and is a Dynatrace Premier Partner, recognising Deloitte's ability to accelerate delivery and rapid value creation for our clients.

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