Unified Vision:

Elevating Infra and APM Observability with Elastic

CASE STUDY

About Client
Leading Insurance Company

Industry
Insurance

Service
Observability and Monitoring Solutions

Business **Need**

Recognizing the need to seamlessly manage their application portfolio across Kafka, Apache, and IIS servers, our client sought to consolidate their observability processes to maintain peak system performance and enhance operational oversight. Their IT landscape demanded an approach to unify logs, metrics, uptime data, application traces, user experience data, and synthetics for application management. The client aimed to boost operational efficiency and deliver a consistently superior user experience by streamlining these processes. This was a critical step towards aligning their technology infrastructure with strategic business objectives, ensuring agility and responsiveness in a competitive landscape.

Business **Challenge**

Navigating the complexities of a diverse application environment presents a unique set of challenges that can hinder operational efficiency and compromise security measures. Our client encountered several critical obstacles impeding their ability to manage their diverse systems effectively. These challenges affected operational agility and significantly impacted customer satisfaction and compliance adherence. Here are the primary issues they faced:

- Inefficient Log Monitoring: The existing log management system could not handle the scale and complexity of data, leading to slower issue resolution times.

- Inadequate Performance Insights: Lack of real-time, actionable insights on application performance impacted customer experience and operational agility.

- Security and Compliance Concerns: Ensuring robust security posture and compliance with industry standards was increasingly difficult due to the fragmented nature of the IT environment.

Business **Solution**

In response to the need for enhanced system oversight, we implemented Elastic's observability framework tailored to the client's diverse and demanding IT environment. This strategic collaboration has equipped them with robust tools to streamline operations and ensure peak platform performance. Here's an overview of the core components of this solution:

- **Unified Monitoring:** We implemented a centralized monitoring interface that provides real-time visibility into applications and services across 120+ servers, streamlining the management of diverse systems.

- **Enhanced Log Monitoring:** Our centralized log management system is engineered to efficiently process and analyze petabytes of data, significantly accelerating operational decisions and responses.

- **Application Performance Monitoring (APM):** This feature offers advanced tracking of distributed transactions, allowing for the swift identification and resolution of any performance bottlenecks across 9+ applications - Java microservices and .NET-based

- **Real User and Synthetic Monitoring:** We deployed tools that monitor and enhance the end-user experience, ensuring that all platforms maintain high availability and consistent performance, which is crucial for sustaining customer satisfaction and trust.

Project **Differentiator**

This initiative has set a new benchmark in application management observability. By integrating Elastic's powerful observability stack, the client has streamlined operations and enhanced security and compliance across its digital landscape.
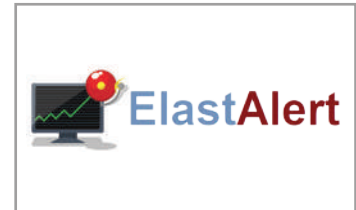
Tech **Stack**

Utilized for
logging, monitoring, and APM

For dashboards and
visualizations

For easy and flexible
monitoring and alerting

Business **Impact**

The deployment of our advanced observability solutions has had a significantly positive impact on our client's business operations, marking a new era of efficiency and security. Here's a detailed look at the measurable outcomes they have experienced since integrating these changes:

Operational Efficiency:
The introduction of unified monitoring tools has cut the time required to detect and resolve issues by half, significantly enhancing our client's operational agility and responsiveness.

Cost Reduction:
Our targeted improvements in log management and the strategic use of cloud resources have reduced operational costs by 30%.

Improved User Experience: By implementing real-time performance monitoring and proactive issue resolution strategies, we've helped elevate customer satisfaction scores by 40%.

Enhanced Security and Compliance:
The new system offers more robust insights into security threats and compliance metrics, substantially strengthening the client's security posture.

About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure & Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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