



# Managed Observability

Instant insight, effortless oversight, remarkable foresight.



Securely Connected Everything™

# Introducing Orro Managed Observability

IT environments are complex ecosystems with various tools, metrics, and logs used to track the health and performance of your entire technology stack—from backend infrastructure to front-end applications. However, these often operate in isolation, making it difficult to get a complete picture of your IT environment and ensure every component runs smoothly and securely.

Orro's Managed Observability Service breaks down these silos. Our powerful observability platform seamlessly integrates with your existing systems and top-tier third-party tools to deliver accurate, actionable, and timely insights.

The platform ingests, centralises, and analyses telemetry data from all parts of your technology stack, presenting the information via customised, single-pane dashboards and visualisations. With this knowledge, teams can detect and resolve issues faster, optimise performance more effectively, and make data-driven decisions with greater confidence.

By harnessing our cutting-edge technology, specialised expertise, and 24x7 support, you can transform your IT operations from a black box into a transparent, efficient, and future-proof engine that drives your business forward.

## Observability can make a real difference across your entire organisation.

### Traditional monitoring keeps you in the dark

- Strong authentication for all access attempts
- Limited visibility into IT operations due to siloed data and tools
- Static displays that don't provide real-time insights into the state of your infrastructure
- More time spent troubleshooting issues instead of preventing them
- Slow issue resolution and productivity losses due to manual root cause analysis
- Higher costs due to process inefficiencies, hardware failures, and prolonged downtimes
- Miscommunication and delays due to team silos

### Observability shows your IT in a new light

- Full view of your technology stack with integrated tools
- Dynamic custom dashboards and visualisations that bring real-time data to life
- Issues detected and resolved before they impact users
- Proactively pinpoint and address the root cause of problems
- Cost savings from streamlined processes and predictive maintenance
- Shared insights boost cross-departmental collaboration, team productivity, and innovation

# Key Capabilities

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## Monitor, Analyse, Optimise

### > Cloud

Cloud environments are always changing. Monitor your public, hybrid, or multi-cloud setup as it evolves. With real-time insights, you can spot and fix issues in your technology stack's servers, virtual machines, databases, and other components.

### > Network

Your network is the backbone of your services. Custom dashboards and visualisations give you a live view of your network. Understand how network performance impacts user experience and business goals, then optimise for peak performance.

### > Applications

Apps need to be up and running all the time. You can solve issues early by keeping track of key performance metrics like response times, error rates, and user satisfaction. Common problems that don't need humans involved can be automatically resolved.

### > End-User Experiences

A great user experience can seal the deal. Understand how real users interact with your service and make improvements to enhance their experience. With metrics like load times, transaction speeds, and error rates, you can fix issues before users notice.

### > IoT & Edge

IoT and edge environments are complex and spread out. Gain deep insights into how your devices operate in these environments (including their relationships and interdependencies), monitor their health and performance in real-time, and troubleshoot problems remotely.

## What you can expect to increase

- ✔ Uptime & availability
- ✔ User satisfaction
- ✔ System performance
- ✔ Operational efficiency
- ✔ Cross-departmental collaboration
- ✔ Customer retention
- ✔ Data security
- ✔ Speed of innovation
- ✔ Business agility



# Key Capabilities

## Prevent, Detect, Respond

- > Anomaly Detection & Automated Remediation**

Quickly identify anything unusual that could indicate performance or security issues. Once detected, preset actions kick in automatically to resolve issues quickly or prevent them altogether.
- > Real-Time Alerting & Event Updates**

Set your own alert thresholds and receive timely notifications about critical events through your preferred channels. An intelligent alerting system ensures you can quickly fix problems before users are affected.
- > Predictive Maintenance**

Analyse historical performance metrics to spot patterns and predict potential issues, like resource shortages or hardware failures. Get a heads-up when something's about to go wrong so you can take action in advance.
- > Troubleshooting & Root Cause Analysis**

Resolve issues before they escalate with automated troubleshooting. Correlate data from all endpoints to pinpoint the root cause, whether it's related to your network, hardware, or vendor solutions. Swift fixes lead to improved system stability and prevent problems from recurring.

## What you can expect to decrease

- ✔ Time to detect and resolve issues
- ✔ Downtime
- ✔ System failures
- ✔ False alerts
- ✔ Operational costs
- ✔ Security risks
- ✔ Human error
- ✔ IT burnout
- ✔ Resource waste
- ✔ Customer churn

# Modernise, Manage, Innovate

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## > Integrations

Get expert advice on implementing the right observability configuration, integrating it seamlessly with your current systems, and ensuring smooth data flows. We offer ongoing support and maintenance to keep this service effective and aligned with your needs.

## > Training & Support

Equip your team with the skills to interpret data from observability platforms effectively. Our training programs empower your staff to solve problems, streamline processes, and make better decisions. Plus, our experts are available 24/7 to answer any questions.

## > Cloud Migration & Management

Monitor the performance of your apps, data and workloads before and after cloud migration to validate configurations. We assess your current setup, implement the best observability configuration, and provide ongoing support to unlock the full potential of cloud observability.

## > Digital Transformation Consulting

Receive expert guidance on modernising your IT infrastructure and adopting new technologies. Harnessing observability data, our experts offer strategic recommendations to help you make informed decisions about your infrastructure, app development, and overall IT strategy.

## > Business Continuity & Disaster Recovery

We use observability data from before and after physical disasters, cyberattacks or accidental deletions to validate your disaster recovery performance. We monitor potential issues and implement automated failover solutions to minimise downtime during disruptions.

Start your observability journey with Orro.  
Contact us today.

# The future feels like this.®

We are a multi-disciplinary technology powerhouse, committed to keeping our customers secure and connected. We partner with our customers to boldly embrace the challenges of tomorrow, ignite innovation, and facilitate growth.

## > **Trusted Partner**

Our customers don't just trust us to keep them productive and secure today, but to prepare them for what's next, to grow with them over time and to collaboratively shape their future.

## > **Strategic Advisor**

With deep expertise in multiple facets of technology, our customers rely on us to provide them with strategic advice and guidance, helping them make smart moves towards a secure future.

## > **Solution Provider**

Our versatile suite of skills enables us to tackle complex challenges for our customers, providing them with complete business solutions that draw from our vast pool of expertise and resources.

# Stay connected and protected with Orro®.

Discover how we can help your business and your people with Securely Connected Everything™.

Reach out to the team at Orro today.

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