Company Profile

A leading media and entertainment company

De v O p s 360

150+ Countries

Presence

Headcount

3000+

The Solution

Gathr helped the company in implementing DevOps 360 for holistic monitoring of application, infrastructure, and the underlying platforms.

Key Challenges

In addition to its newly launched subscription-based streaming application, the company had other apps that required frequent updates. While their internal DevOps team managed these applications, the company wanted to get better visibility into performance, detect areas of improvement, optimize costs, and gauge customer experience.

- No standard framework to measure DevOps success.
- Reliance on monthly manual reports to understand the health and performance of the team.
- Limitations in analyzing the DevOps data and metrics.
- Frequent bugs and a longer time to resolve issues led to poor customer experience.

- Out-of-the-box connectors to unify data from different tools (Jira, Jenkins, etc.), databases, cloud (AWS, Google Cloud, Microsoft Azure), and more.
- Quick overview with five key metrics viz. availability, security score, SLA adherence, cloud cost, and KPI Index over a single dashboard.
- DORA metrics (Deployment Frequency, Lead Time for Changes, Change Failure Rate, and Time to Restore Service) for measuring DevOps success.
- Easy troubleshooting with the ability to drill down and across the five metrics, correlate issues, and attribute the root cause of incidents in minutes.
- Cloud Cost Explorer to monitor and optimize multi-cloud costs and implement chargeback.
- End-user metrics, including application uptime, Apdex score, etc. to gauge user experience.
- Incident dashboard to monitor service delivery, SLA adherence, and more.

The Impact

The company was able to get end-to-end visibility into the performance of the DevOps team and find opportunities to improve resource usage across the cloud. They now had more visibility and the ability to track and analyze metrics over a unified interface, the delivery leaders could identify performance gaps easily.

"Gathr DevOps 360 solution has given a definite boost to our work, and that too in a short span of time. Our lead time has reduced from 6 days to 2.5 days in the last quarter. The deployment frequency has also doubled; moreover, we have significantly reduced our cloud costs and wastage."

End Senior Director, DevOps

Data to outcomes, 10x faster.

- No-code/low-code for data at scale, in real-time or in motion
- Built-in ML, cognitive, automation and real-time observability
- Drag-and-drop UI, 300+ connectors, 100+ pre-built apps
- Open, extensible, cloud-native and interoperable
- "Data-Driven Business Intelligence for every team, across the organization, and on any device."

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