

# From reactive to proactive: Observability with IBM Instana

**Deliver resilience, performance and confidence across cloud-native & hybrid IT environments with AI-powered observability.**

As digital environments grow faster and more complex, visibility becomes harder to maintain. Modern cloud and hybrid systems introduce layers of dependencies that make issues harder to detect, alerts noisier and responses slower.

As a result, IT and DevOps teams are often left reacting to problems after users are affected, allowing small issues to escalate into major incidents that increase downtime and service disruption.



The average cost of downtime per hour **exceeds \$300,000** for mid-sized and large enterprises.<sup>1</sup>

## Turn complexity into clarity

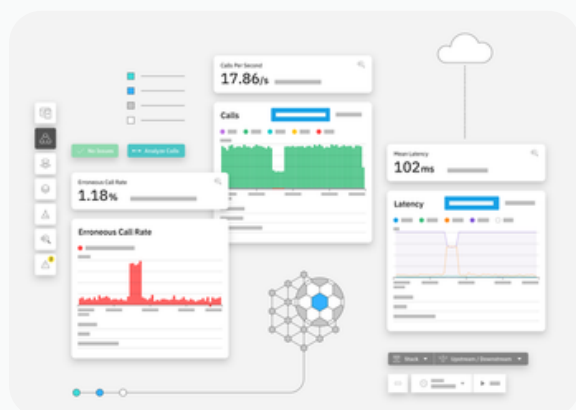
IBM Instana Observability replaces this fragmented view with continuous, real-time visibility across your entire technology stack.

It automatically discovers and maps applications and dependencies, uses AI to detect anomalies, and gives teams the context they need to identify root causes and resolve issues before users are affected.

**The result is a shift from reactive firefighting to proactive control, helping protect critical services, improve digital experiences and keep your organisation performing at its best.**

## Observe more. Resolve faster.

By correlating high-fidelity metrics, traces and logs every second, Instana turns real-time insight into tangible improvements.



### Fewer critical incidents

Up to 60% reduction in outages and downtime.



### Faster resolution

Up to 70% quicker mean time to repair (MTTR).



### Less troubleshooting

Up to 90% less time spent in war rooms.



### Higher productivity

~40% increase in team efficiency.

# Core principles of IBM Instana Observability

IBM Instana gives your teams the visibility and insight to identify, investigate and resolve issues before they disrupt services, affect customers, or impact the wider business.

## Automation

Determine your next step with confidence



### Intelligent remediation with automated runbooks

- ✓ Minimise downtime with automated resolution of common incidents.
- ✓ Standardise processes with predefined runbooks to ensure consistency.
- ✓ Reduce costs by eliminating the need for manual intervention during incidents.



### Continuous deployment monitoring and feedback loops

- ✓ Identify regressions immediately with real time deployment insights.
- ✓ Shorten feedback cycles to support faster, more reliable releases.
- ✓ Ensure service stability with automated validation of deployment health.

## Context

See what's happening



### Automatic sensor deployment and graph integration

- ✓ Automate the discovery of over 300 technologies.
- ✓ Accelerate root cause analysis with real-time dependency mapping.
- ✓ Eliminate manual configuration to reduce setup time and operational overhead.



### Real time insights with one-second data granularity

- ✓ Resolve issues faster with instant visibility across applications and infrastructure.
- ✓ Prevent cascading failures with real-time anomaly detection.
- ✓ Simplify decision-making with curated, actionable dashboards.

## Intelligence

Understand how and why it's happening



### Predictive, automated anomaly detection

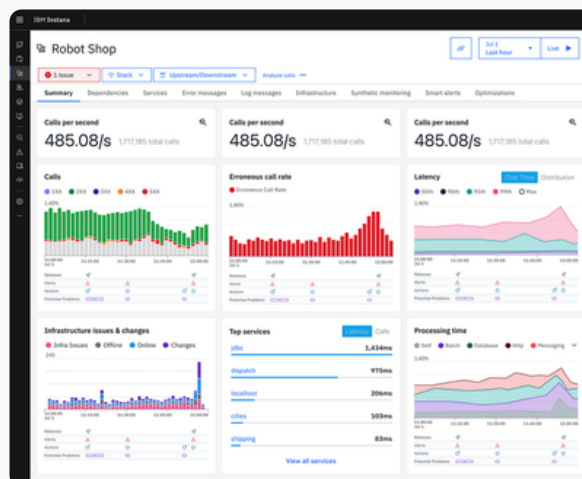
- ✓ Prevent outages with early warnings before issues escalate.
- ✓ Optimise resource allocation by proactively identifying inefficiencies.
- ✓ Reduce false positives with precise, behaviour-based anomaly detection.



### Intelligent alerting and smart alerts

- ✓ Reduce noise with high priority alerts and focus on critical issues.
- ✓ Improve response times with actionable insights within alerts.
- ✓ Enhance reliability with impact-based prioritisation for critical services.

Instana brings your entire application stack together in one real-time view, however complex or distributed it becomes.



IBM Platinum Partner

## Faster time to value

## Aligned with your goals

## A full lifecycle approach

## Support at every stage

## A strategic partnership

Beyond an observability platform, we help you achieve greater visibility, resilience and confidence across your entire operations.

<sup>1</sup> ITIC 2024 Hourly Cost of Downtime Report Part 1 – Information Technology Intelligence Consulting

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## Ready to move from reactive firefighting to proactive confidence?

Contact the Bytes team to discuss your observability goals, book a live Instana demo, or request a tailored cloud observability assessment.



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