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# UST Applied Observability



Elevate business  
resilience and  
continuity

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# Unlocking applied observability to deliver business value and resilient systems

**A comprehensive, intelligent, and unified approach to monitoring and optimizing complex IT environments.**

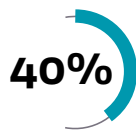
UST's Applied Observability offers a paradigm shift for organizations by understanding the relationships between different components of infrastructure, applications, and services to provide a holistic view of their digital ecosystem. Correlating disparate data sources and uncovering hidden patterns, organizations can gain deeper insights into system behavior, predict potential issues, and proactively take corrective actions enhancing operational efficiency:



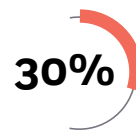
**With UST Applied Observability you can:**



Reduce Downtime and Improve mean-time-to-resolution (MTTR)



Improve Performance and Reliability



Elevate team Efficiency and Operational Cost Efficiency

**We bring together a comprehensive framework and partner ecosystem to accelerate the outcomes for our customers**

## SOLE Strategic Observability Lifecycle Enhancement

### Initiation

Assess business Priority IT systems Across metrics Tracing and logging for a complete visibility analysis

### Execution

Deploy customized monitoring and analysis tools and practices within client IT ecosystems

### Planning

Develop tailored observability strategies, Solutions and technologies

### Optimization

Continuously refine and improve observability practices, processes and tools

### Full stack observability

- Operational health monitoring
- Infrastructure and application monitoring
- Security and compliance monitoring
- Customer experience monitoring / DEM
- Date and analytics monitoring

## OPIN Observability Partner and Innovation Network



Continuously refine and improve observability practices, processes and tools



Integrated DevOps and comprehensive environment analytics partner



AI-powered full stack monitoring and analytics partner



The ML and LLM platform for observability



Centralised data visualization and multi-source monitoring partner

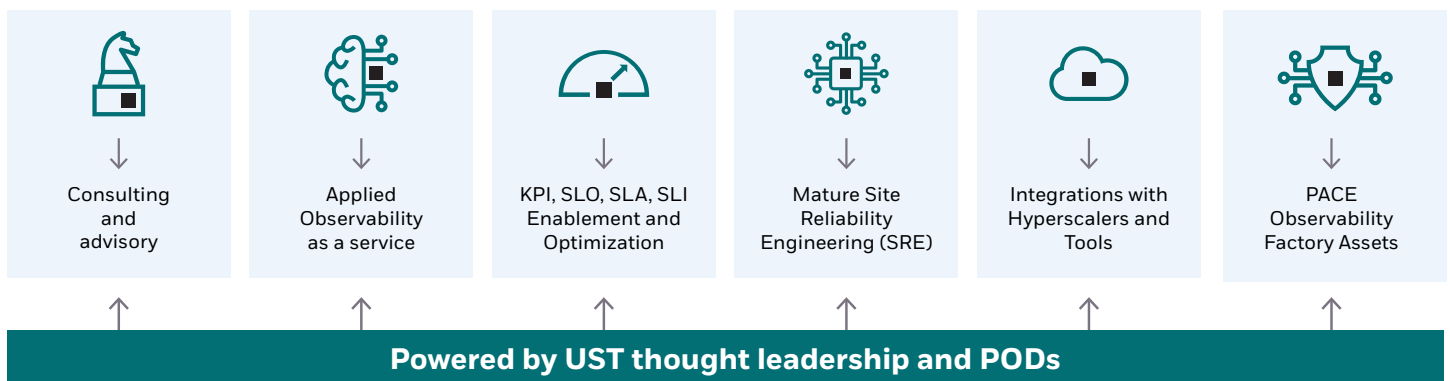


## Comprehensive Toolkit for Applied Observability:

- Analysis and curated tool selection
- Proprietary frameworks and strategic implementation guides
- UST PACE Observability factory assets that enable faster ROI realization
- A comprehensive catalog of reusable KPIs for major technologies
- Customizable dashboards with automated configuration scripts
- Observability as code templates
- CI/CD pipeline integration
- Code snippets for major programming languages
- Standard Operating Procedures (SOPs) with built-in training materials
- ROI and value calculators



Applied Observability is a critical component of Site Reliability Engineering (SRE) that enhances business resilience of systems, optimize operational efficiency and elevate end customer experience! Unlock the potential of monetizing observable data to achieve resilience, efficiency, and superior customer satisfaction.



For more than 24 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our client's organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 30,000+ employees in 30+ countries, we build for boundless impact—touching billions of lives in the process.

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