gathr

DevOps 360

Company Profile

A leading media and entertainment company

**Headcount** 3000+

Presence 150+ Countries

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.

The Solution

Gathr helped the company in implementing DevOps 360 for holistic monitoring of application, infrastructure, and the underlying platforms.
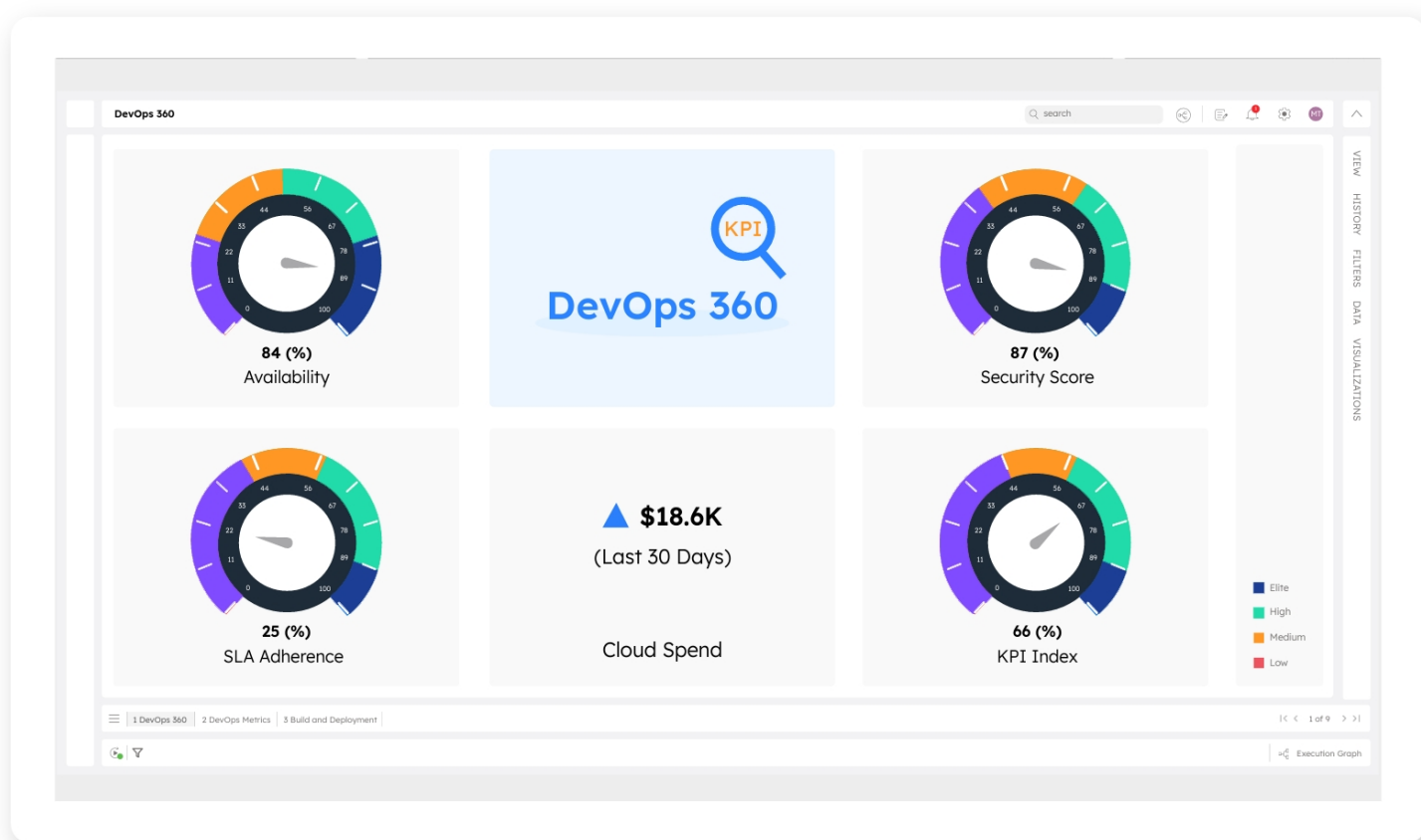
— **Out-of-the-box connectors** to unify data from different tools (Jira, Jenkins, etc.), databases, cloud (AWS, Google Cloud, Microsoft Azure), and more.

— **Quick overview** with five key metrics viz. availability, security score, SLA adherence, cloud cost, and KPI Index over a single dashboard.

— **Easy troubleshooting** with the ability to drill down and across the five metrics, correlate issues, and trace the root cause of incidents in minutes.

— **DORA metrics** (Deployment Frequency, Lead Time for Changes, Change Failure Rate, and Time to Restore Service) for measuring DevOps success.

— **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 its DevOps team and found opportunities to improve resource usage across the cloud. With near real-time 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."

— Senior Director, DevOps

GO GATHR

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