



7 tips for ITOps teams selecting an observability solution



ITOps teams cannot afford performance visibility gaps caused by rapid changes to their infrastructure, both on-prem and in the cloud. As a result, practicing observability is a key part of business success. Today, teams require a future-ready observability solution, meaning one that is scalable, easy to deploy and works seamlessly across any IT environment, anywhere. Flexibility is key to success for Ops teams that depend on monitoring to keep their businesses running like clockwork, as their IT infrastructures evolve.

As a forward-thinking business, it is crucial to have an observability solution that can keep pace with the speed of business. Teams need a solution that can provide comprehensive visibility into dynamic IT environments, predictive monitoring for maximum operational efficiency, and enterprise extensibility for future-proofing businesses.

The following seven tips will help in selecting the right observability platform for hybrid and multi-cloud environments at scale:

1. Automatically discover and monitor infrastructure
2. Centralized data collection
3. Extensive pre-built integrations
4. Automated exec-level dashboards
5. Customized Group Hosting
6. Cloud-Based Solutions for Hybrid Monitoring
7. ITOps and DevOps collaboration





#2: Centralized data collection

As companies rapidly scale and acquire new technologies, a dynamic observability platform with central data collection that provides top-quality service and coverage is essential. LogicMonitor offers a variety of useful features for centralized data collection, including a Collector architecture and role-based access control (RBAC).

#1: Automatically discover and monitor infrastructure

LogicMonitor provides crucial context by automatically correlating metrics and data points from thousands of IT devices and resources. As new technologies and resources are integrated, flexibility is needed to easily monitor them without putting in extra work or manual configuration. Once deployed, an observability solution should be able to scan each IT environment and automatically detect and add new devices and resources to monitor in line with infrastructure changes and growth so there is immediate visibility into infrastructure health and performance.

This time-saving automation capability is built into the LogicMonitor platform with NetScan™ and Active Discovery™ features. The LogicMonitor platform is agentless; it automatically detects all devices and resources in IT environments (NetScan™), the key attributes of each (e.g. how many network interfaces does a server have? – Active Discovery™), and auto-configures monitoring so you can achieve full visibility in minutes.

LM's SaaS-based, agentless approach and library of 2,000+ modules support any ecosystem integrations, and adaptive topology mapping detects environment changes as organizations scale. Ops teams are empowered with key insights to manage and maintain IT environments seamlessly.

LogicMonitor uses a Collector – a secure Java application – in each location with infrastructure to be monitored. The Collector discovers and monitors resources within the infrastructure using standard protocols. This Collector-based architecture provides several key advantages:

- Collectors are independent; they do not 'see' or communicate with each other, which allows for secure segmentation of different data sources.
- Collectors are easier to manage than multitudes of agents deployed in every device and resource. Because LogicMonitor is a SaaS-based platform, updates can be automatic or controlled by teams. Maintenance requirements are minimal; there are no on-prem software agents or hardware systems to continuously maintain and update.
- The Collector automatically detects resources and devices in an environment and can turn on visibility in minutes.

The ability to grant role-based access to allow for real-time insight into any infrastructure is also key. An observability solution should also allow for granular role-based access control for user privileges including access to server data, shared dashboards, and API data. This allows for less time spent worrying about manual reports and creates a greater level of trust. With role-based access control (RBAC), Ops teams can demonstrate the value of the monitoring with reports that provide insights in real-time.

LogicMonitor's data retention feature includes a granular storage engine that holds every sample of data collected for up to two years. Data retention is beneficial for analyzing issues within a system and helps users identify long-term trends.

#3: Extensive pre-built integrations

When choosing the right observability tool, finding one that allows integration with existing technology stacks and ITSM tools is critical. LogicMonitor has 2,000+ out-of-the-box integrations with ServiceNow, ConnectWise and AutoTask (among many others) that allows teams to streamline troubleshooting by updating tickets in external systems based on alert status. Other integrations are available out of the box for automation and orchestration (Ansible, Puppet) and ChatOps (Slack). In essence, out-of-the-box integrations for chat and ticketing systems streamline IT processes within a single workflow for issue remediation.

#4: Automated exec-level dashboards

C-Suite leaders don't generally spend time inside an observability solution, but they want access to information to make informed business decisions. That's why an observability platform that allows for custom, pre-built, dashboards that visualize performance data for each business need is pivotal. Find a solution that allows Ops teams to focus on what truly matters – optimizing performance – while automating the delivery of meaningful dashboards that allow for effective planning, forecasting and more.



#5: Customized group hosting

The ideal observability solution will offer flexibility to attach specific tags/ properties to groups, hosts, or specific instances. This type of flexibility presents the ability to group hosts the way Ops teams require (e.g. by location, organization, device type, etc.) and set up alerting thresholds anywhere, from the global to the instance level.

LogicMonitor provides insights into performance metrics for businesses and their DevOps teams, assuring companies are aware of potential system outages before they happen, helps prevent downtime, and can even monitor temperature sensors.

Enterprise IT companies that use LogicMonitor have the opportunity for customization and creating differentiation.



#6: Cloud-based solutions for hybrid monitoring

Companies remain focused on either shifting to public clouds and/or becoming hybrid and needing to bridge both worlds. IT Ops teams need to be able to adapt to high-speed connectivity and secure systems along with large volumes of data that require serious computing power. Moving to a cloud-first strategy drives improvements in agility but inevitably brings about some challenges. LogicMonitor excels at monitoring hybrid infrastructure environments in public clouds, remote data centers/ private clouds, and on-premises.

The other benefit of LogicMonitor is that it delivers hybrid infrastructure performance monitoring as software-as-a-service. Because the monitoring platform is already in the cloud and LogicMonitor is an agentless solution, no dedicated hardware is required. This allows for rapid start-up time and saves maintenance overhead, so you can get back to business that much faster. Upgrades are automatic and require no downtime, so IT environments are continuously monitored with no gaps in performance.

#7: ITOps and DevOps collaboration

LogicMonitor eliminates application and information silos between ITOps and DevOps and prevents context switching with a single view of application services, performance, and infrastructure. ITOps and DevOps teams are empowered to correlate signals across applications and infrastructure with business outcomes and collaborate within an observability solution. This helps to optimize user experience, detect application latency and identify bottlenecks faster, and maximize application resiliency.

[LogicMonitor's SaaS-based Unified Observability Platform](#) provides comprehensive visibility and correlation across dynamic IT infrastructure devices and resources. LogicMonitor brings enterprise-grade observability practices to life, in real-time, in a single powerful platform, empowering organizations to transform what's next.

About LogicMonitor®

LogicMonitor®'s SaaS-based observability and IT operations data collaboration platform helps ITOps, developers, MSPs and business leaders gain visibility into and predictability across the technologies that modern organizations depend on to deliver extraordinary employee and customer experiences. LogicMonitor seamlessly monitors everything from networks to applications to the cloud, empowering companies to focus less on troubleshooting and more on innovation. For more information, visit www.logicmonitor.com.

