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PRODUCT BRIEF

KEY CAPABILITIES

- **Connected IT Domain Intelligence:** Built-in IT operations intelligence understands, correlates and connects individual IT domains, disparate data, and user workflows. Enables better collaboration, team productivity, and superior results.
- **Full Stack Observability Including Mainframe:** Address observability gaps to improve team confidence and precision. Provides the ability to take the correct actions for triaging, remediating, and preventing disruptions.
- **Service Observability with SLOs/SLIs:** Align all of IT operations in real-time with measures that matter to prioritize work for optimal results: find, triage, remediate, predict, and plan.
- **Topology-Driven Everything:** Extend your ability to manage operations of your IT estate organized by CI type, IT domain, platform, geography, business unit, or digital service.

CRITICAL DIFFERENTIATORS

- A unified AIOps and observability solution for all IT stakeholders
- Unmatched breadth, depth, and granularity of IT operations data
- Proven innovation powering AI/ML and automation

DX Operational Observability

Optimizing IT Operations to Deliver Better Business Results

AIOps Efficiency, Observability Assurance, and Business-Aware IT Operations

- Improve processes, collaboration, and focus on business-oriented outcomes for IT teams
- Monitor, analyze, and operate systems and services for better performance and reliability
- Transform triage and system analysis into a self-service discipline with gapless insights

Product Features

- **Alarm analytics** reduces alarm fatigue and expedites root cause identification.
- **Anomaly detection** correlates data across the full realm of IT entities.
- **Assisted triage** improves IT efficiencies using pattern recognition of prior, similar incidents and remedies.
- **Customizable dashboards** present task-based, persona-driven insights for IT and business.
- **Dynamically maintained topology and inventory discovery** enables contextual insights and domain-aware artificial intelligence/machine learning (AI/ML) assistance in problem determination, identification, and triage.
- **End-user monitoring** correlates performance details with digital experience metrics from back-end to browser.
- **Funnel analysis and user journeys** for complex transactions, end-to-end.
- **Hotspot/Triage Inspector** to quickly isolate culprits and dependencies when issues arise.
- **IT service management integration** supports configurable policies to automatically create, update, prioritize, and route tickets.
- **Monitoring coverage** includes cloud, hybrid cloud, mobile, mainframe, containerized, and other environments.
- **Open data engine** ingests structured and unstructured data such as topology, metrics, traces, alarms, logs, and business data.
- **Predictive capacity planning** preemptively identifies sizing and capacity issues.
- **Service modeling and analysis** generates service health performance insights.
- **Situations** provide flexible grouping options for all observability data.
- **Stack Explorer** supports full stack observability.
- **Synthetics** monitors web performance by simulating user behavior globally with synthetic transactions.
- **Unified workflows** connects tasks across IT silos for greater efficiency and collaboration.

CHALLENGES

Modern enterprises and IT operations face the following time-hardened, traditional challenges:

- Extracting meaningful, actionable insights from massive volumes of IT operations data
- Collaborating seamlessly across IT silos and with business stakeholders
- Employing intelligent tooling that supports practitioners of every skill and experience level
- Effectively observing and optimally managing each part of and the *entire* IT estate

The drumbeat of more complexity, increasing pressure, and less tolerance for errors and delays is unceasing. For IT operations, the digital era has created many challenges:

- Insufficient context when issues arise can slow response times, confuse prioritization, and add friction to collaboration between silos
- Endless cross-dependencies in IT systems where the health, performance, and availability of a single configured entity can affect vast portions of the IT estate
- Misinformed perceptions that everything that should be monitored is in fact well-monitored and delivering usable information to each stakeholder

Product Overview

DX Operational Observability unifies a broad set of capabilities. The value of these capabilities is extended by using AI/ML and advanced algorithms, additional automation, and a unique topology intelligence from Broadcom that is embedded in the core architecture of the solution. This combination unlocks new value for the full array of IT teams and business stakeholders tasked with managing each IT domain and optimizing the full, end-to-end value chain of complex digital services.

Advanced capabilities for reducing alarm noise, identifying the root cause of issues, modeling possible business impacts, and automating remediation allow DX Operational Observability to help reduce downtime and costs—helping teams to improve overall digital experience.

Observability Assurance, Operational Efficiencies, and Full IT Estate Domain Intelligence

The capabilities of DX Operational Observability address the needs of teams across IT, including application owners, IT operations, performance engineers, site-reliability engineers, digital product managers, and others. It provides full stack and end-to-end observability with critical context-enriched insights. Each domain, technology team and digital service stakeholder receives meaningful insights to take appropriate actions to improve the health, performance, and availability of IT systems.

By correlating, normalizing and analyzing rich IT monitoring data, harvesting key topology insights, and applying innovative AI/ML and automation, the solution supports paradigm-shifting efficiencies for IT. These innovations are applied to alarm noise reduction, capacity planning, digital service modeling, flexible situation grouping and prioritization, root cause analytics, ticketing/notification automation, guided triage assistance, and other tasks of IT practitioners.

By mining and connecting rich data from traces, logs, events, CI attributes, user experience-monitoring, synthetic monitoring, and other metadata, DX Operational Observability increases team confidence while improving cross-silo understanding and collaboration. The end result is better operational efficiencies, clear observability gains, and well-aligned, business-aware IT operations.

Integrations

DX Operational Observability integrates with numerous technologies for data ingestion, analytics, IT service management ticketing and workflows, collaboration and notifications, and other capabilities.

Integration examples include the following platforms: API Gateway, AppNeta®, DX NetOps, DX Unified Infrastructure Management, Mainframe MQ, SiteMinder™, AppDynamics, BMC, DataDog, Dynatrace, New Relic, Salesforce, SAP, ServiceNow, SolarWinds, and many others.