

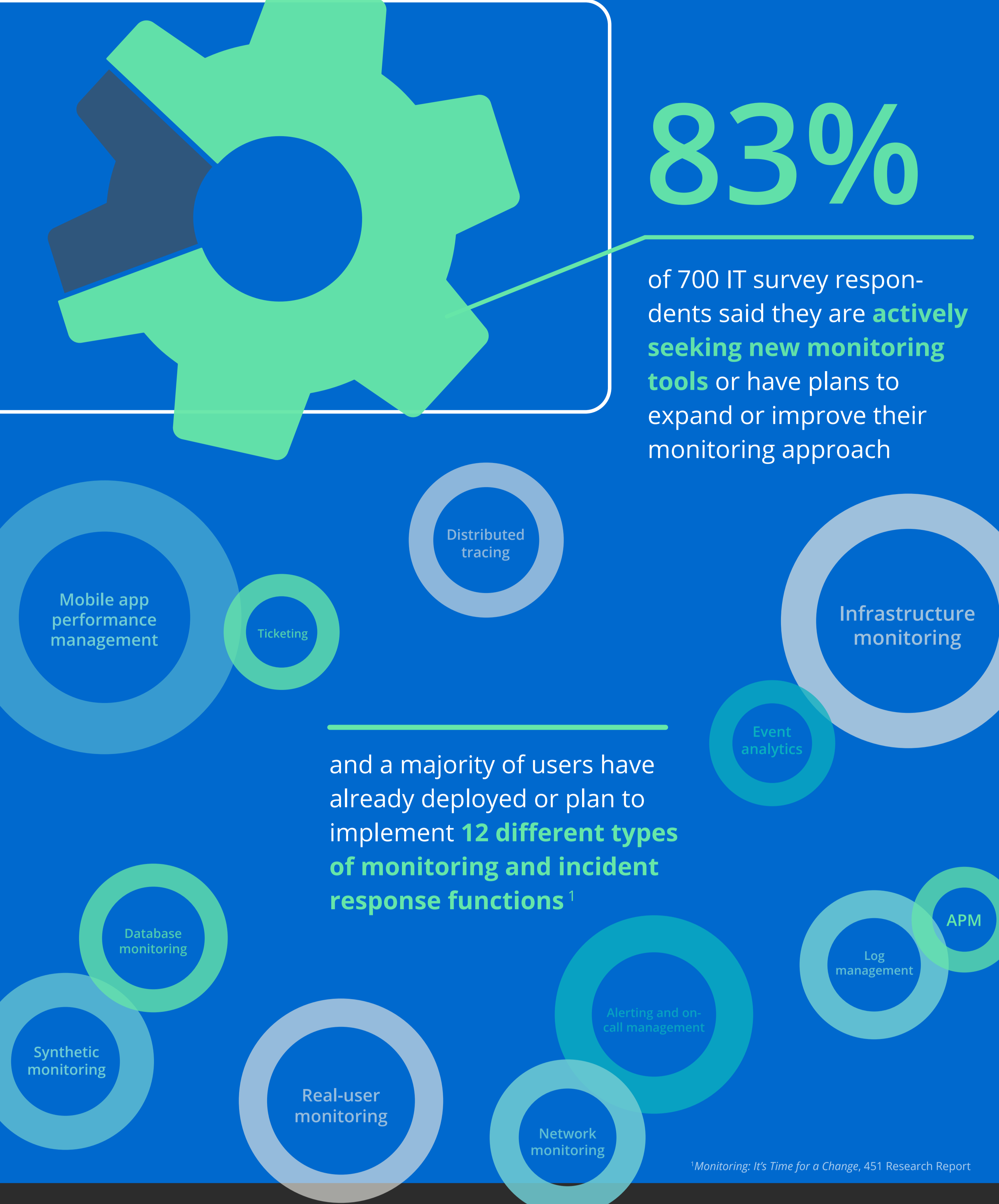
# Monitoring Needs to Grow Up

Address monitoring tool sprawl and gain observability

Follow Dutch publishing giant Elsevier's monitoring journey.

**ELSEVIER**

## IT Decision Makers Are Dissatisfied



"We'd employed lots of clever people who had preferences for lots of different tools ... we had a huge amount of white noise coming out of our infrastructure monitoring ... every tool under the sun was sending alerts left, right, and center."

*Matt Reid, Technology Infrastructure and Operations Manager, Elsevier*

## Tool Sprawl Is Real, and a Real Problem

IT CAUSES:

- Data silos and blind spots
- Increased toil and context switching
- Lack of data correlation
- Increased mean time to detect (MTTD) and mean time to resolve (MTTR)
- Decreased ability to scale with point solutions
- Limited instrumentation due to cost and licensing inefficiencies



"We had three key goals: Understand our costs, understand the performance and reliability of our products, and move to a DevOps model of development."

*Matt Reid, Technology Infrastructure and Operations Manager, Elsevier*

## Time to Modernize Monitoring

	LEGACY MODEL	TRANSITION	END STATE	WHY MODERNIZE?
Development Model	Predominantly waterfall	Increasing DevOps adoption	Agile	Release more software faster than ever before
Operations Model	Predominantly on-premises	Increasing adoption of cloud and containers	Hybrid Cloud	More innovation, better customer experience, scalability, competitive advantage
Monitoring Model	Scattered tools "best of breed"	Rationalize tools and consolidate data	<b>OBSERVABILITY PLATFORM</b>	Data in one place, faster issue resolution, higher productivity, better data-driven business decisions

**BUT HOW?** Follow these two steps:

### RATIONALIZE TOOLS

- Assess all interfaces
  - Establish training requirements
  - Determine gaps in an integrated view
  - Create a standardized approach
- Critically analyze toolset to minimize complexity

### CONSOLIDATE DATA

- Remove technology redundancies
  - Improve team productivity, collaboration, and efficiency
  - Reduce operational costs
- Combine all data into an observability platform



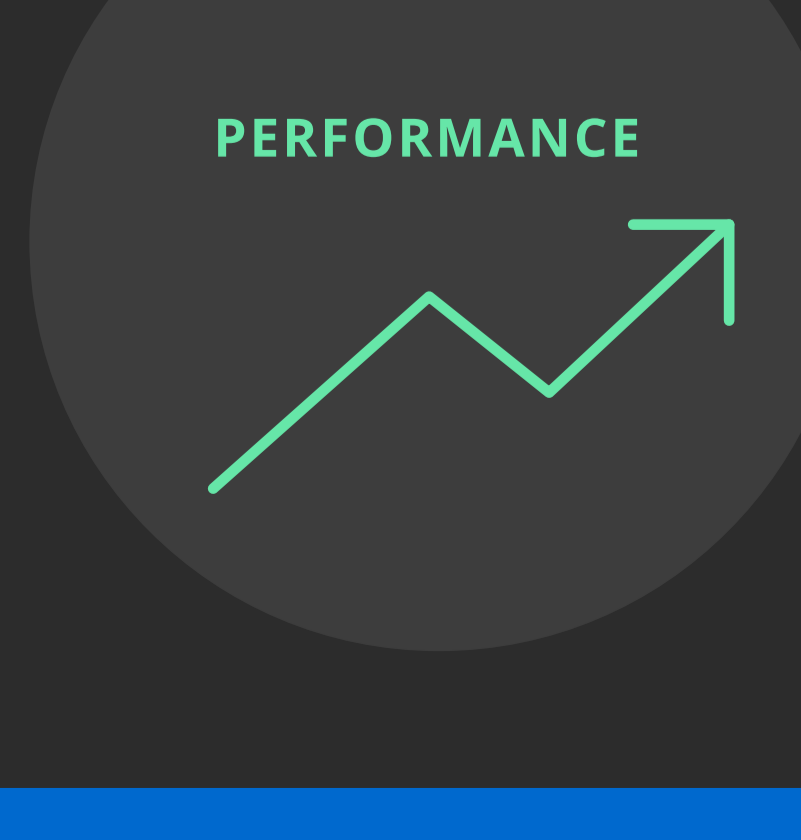
## Observability Benefits

"In the past, the real challenge stemmed from the fact that [multiple engineers] were looking at three different control planes. Now, they're all visualizing the utilization, performance, and reliability of the product, services, and network within the same environment. This is what has allowed us to deliver our transformation and start moving to that DevOps model."

*Matt Reid, Technology Infrastructure and Operations Manager, Elsevier*

"Today, our development teams can see the impact of their changes immediately across both production and nonproduction environments—we're no longer spending hours going from component to component trying to identify the root cause of issues."

*Jonathan Snow, Manager of Software Engineering, Elsevier's Reaxys product*



## Get Your Tools in Order Today

**Find out more** about how New Relic's observability platform and proven consolidation process can help.