03 · OPERATE · MONITORING & ITSM

We see the problem before your users do and manage the process end to end.

We build a modern monitoring stack that covers the infrastructure, database and application layers at a glance, together with service management processes, and if you wish, we operate it entirely for you.

THE PROBLEM WE SOLVE

There are dozens of tools, but none of them shows the full picture.

Real problems get missed because of alert noise.

Service levels are not measured and cannot be reported to management.

SCOPE OF SERVICES

24/7 Monitoring
Continuous monitoring of the infrastructure, database and application layers.

Modern monitoring stack
End-to-end visibility with Grafana, Prometheus and Cloud Monitoring.

Alert and incident management
Noise-free, actionable alert design and escalation chains.

ITSM tool experience
Process setup on ServiceNow, ManageEngine and OpenText platforms.

Managed Services
Monitoring operations handled entirely by the TurnCloudON team.

SLA reporting
Measurement of service levels and regular management reports.

TECHNOLOGIES

Kubernetes · Oracle Database · Grafana · Prometheus · Cloud Monitoring · ServiceNow · ManageEngine · OpenText

QUICK START

Package	Duration	Deliverables
Monitoring Maturity Assessment	2 weeks	Target monitoring architecture and alerting plan

Free discovery call

We spend 45 minutes understanding your environment and priorities. Free of charge.

CONTACT

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SOLUTION DETAILS

Observability	Separate storage for metrics, logs and traces, one standard: OpenTelemetry; SLOs and error budgets.
Service Desk	A single point of contact: portal, email, phone and remote support; incidents and requests are measured separately.