Turn operational complexity into governed, coordinated action

x

IBM Instana & IBM Concert platform



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IT Automation

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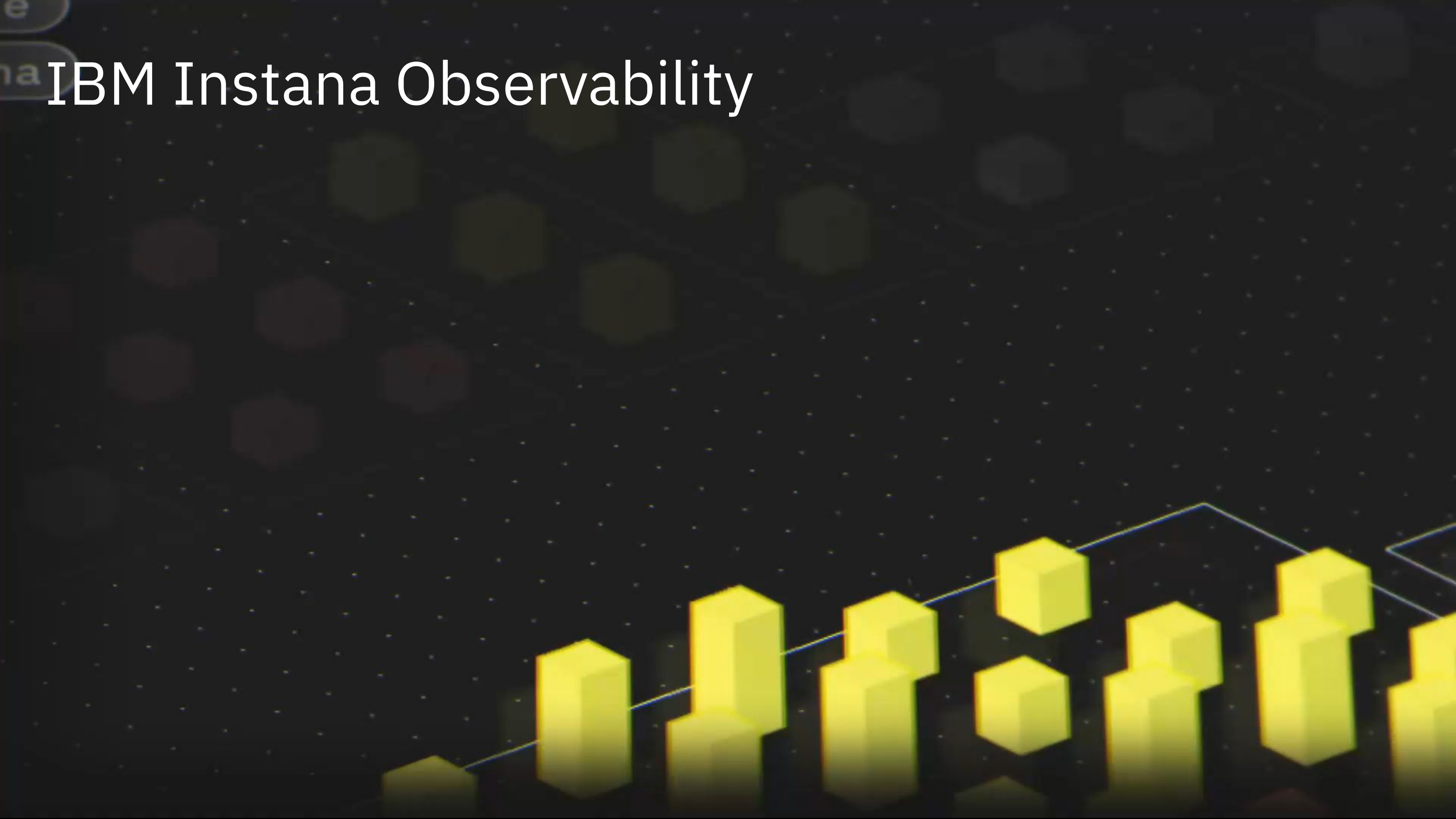
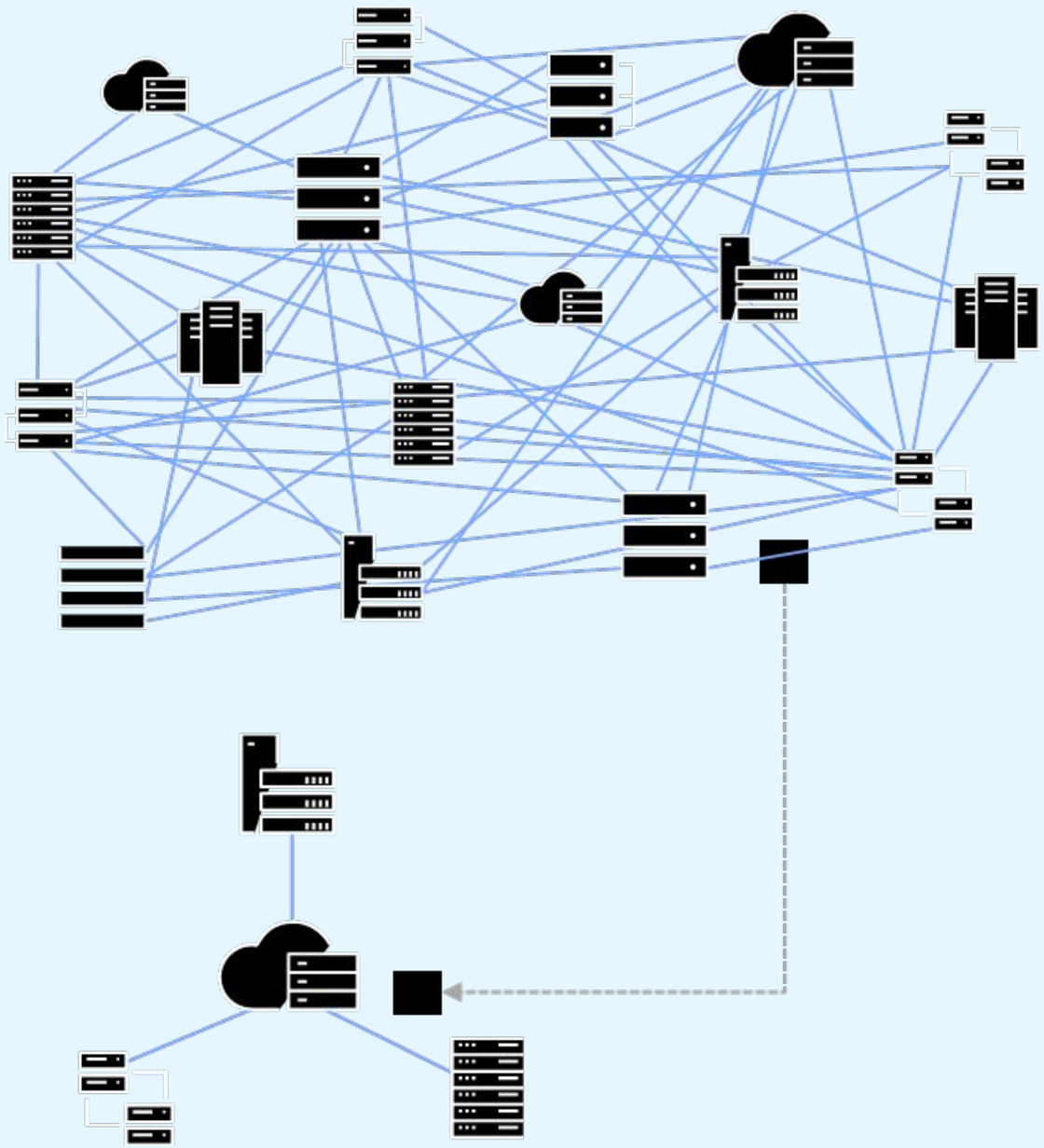
IBM Instana Observability



Observability is the key

- Team & Data Silos
  Effective observability requires buy-in across DevOps, engineering, and business teams.
- Data Volume & Speed
  The volume, velocity, and types of data and alerts add complexity
- Cloud-Native Apps
  Microservices, Containers, Kubernetes and Serverless can be difficult to manage



IT teams can no longer afford to be reactive

You are under pressure to ship high-performing apps faster while protecting the end-user experience.

3x	Increase deployment frequency by accelerating the CI/CD pipeline to deliver apps faster
100%	Optimize the end-user experience by finding and fixing issues before they become incidents
$250k	Cost per hour of downtime when apps do not perform

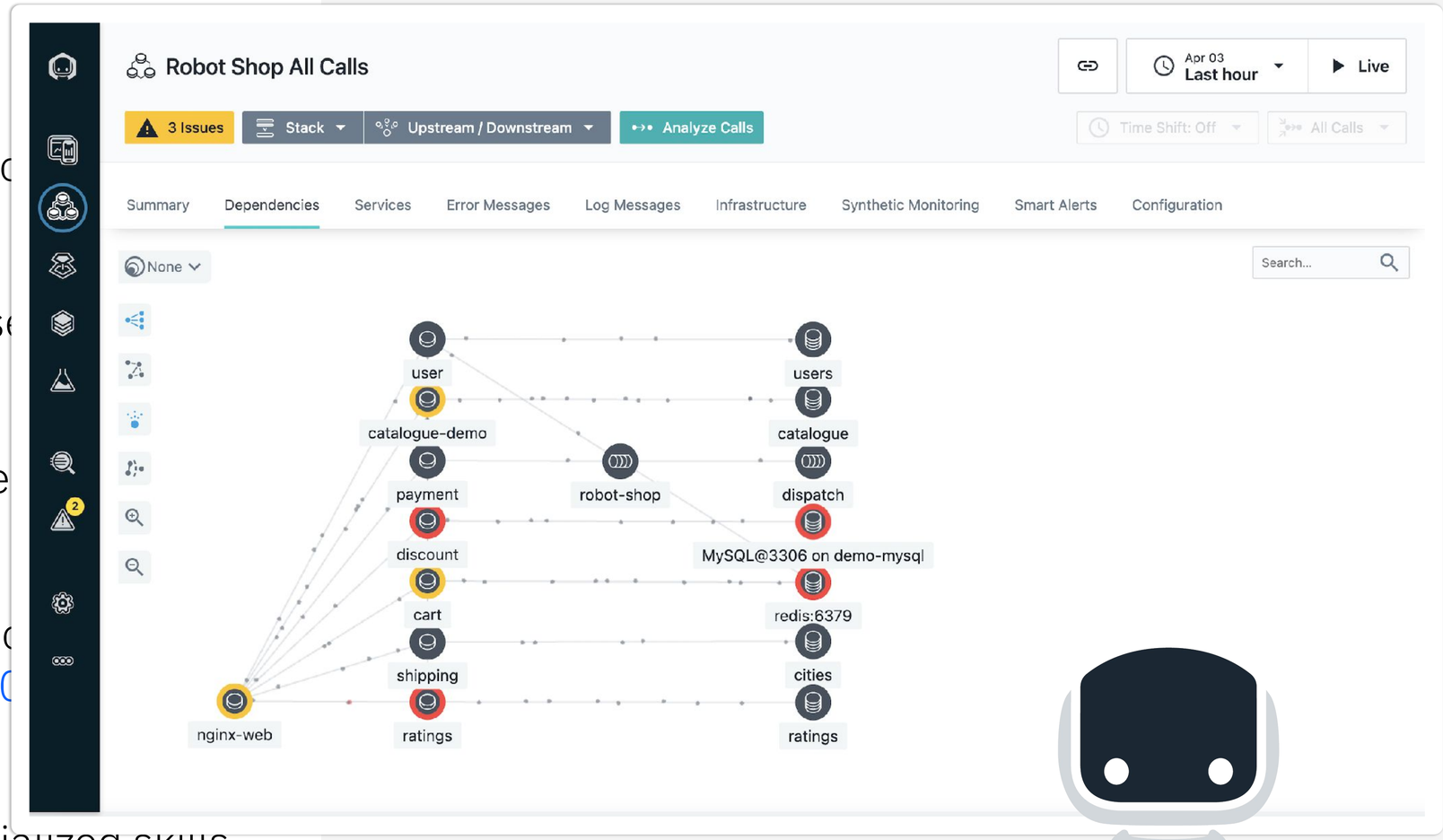
Source: AIOps and Observability Survey, IDC, November 2022


You can’t fix what you can’t
see

Why Instana?

Real-time observability for everyone – and anyone

- Accurate, real-time data in context to that need it
- High fidelity data - No Sampling, 1-se granularity and end-to-end tracing
- Reduce the noise - automating issue with alerting
- Understand dependencies across mo applications and infrastructure – 300 technologies.
- Easy to use. Easy to install. No specialized skills needed. Simple, transparent, and predictable pricing

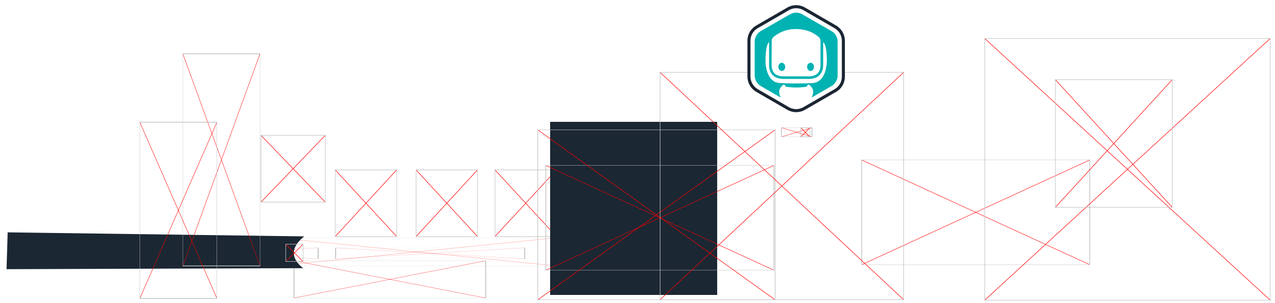


IBM **Instana** Observability – 3 Pillars

Real-time observability for everyone—and anyone.

All the data. With all the context. For all your teams.

Mitigate risk | Protect revenue | Gain efficiency



Automate full-stack visibility

Gain full observability in dynamic environments with auto-discovery

Collect accurate data **with context**

Understand all **application inter-dependencies** to diagnose issues and determine the impact

Turn data into **intelligent action**

Proactively detect and remediate issues with an understanding of contributing factors



MORE INNOVATION

20%

free developer time

MORE SPEED

3x

increase in deployments

MORE EFFICIENCY

52%

reduction in MTTR

Why Instana?

All application stakeholders, from DevOps and SRE to ITOps, Platform Engineering, Dev and even business side users - get the *data they want* with the *context they need*.

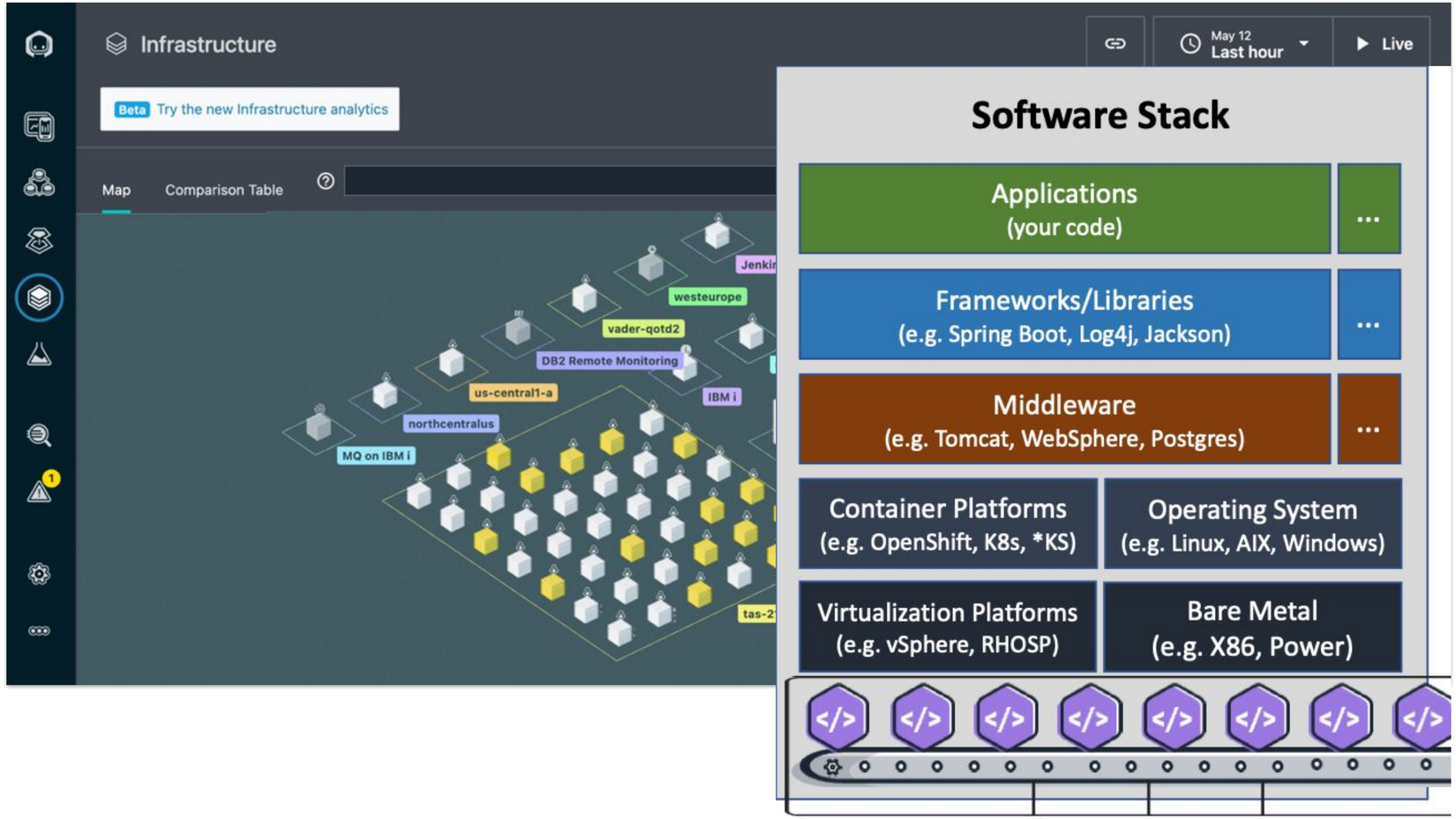
Pricing is simple and predictable
Teams get unlimited use of the platform, worry-free without surprises.

- ✔ **Applications** are automatically discovered and monitored (no reboots, no labels, no tagging)
- ✔ **Full-stack context** is automatically discovered with 1-second granularity and an end-to-end trace of every call
- ✔ **Automatic** rollbacks and incident remediation can be triggered by intelligent action (before incidents impact end users).

Automate Full-Stack Visibility

Automated, full-stack application visibility across the entire monitoring lifecycle - including real-time change detection, mapping, tracing and profiling.

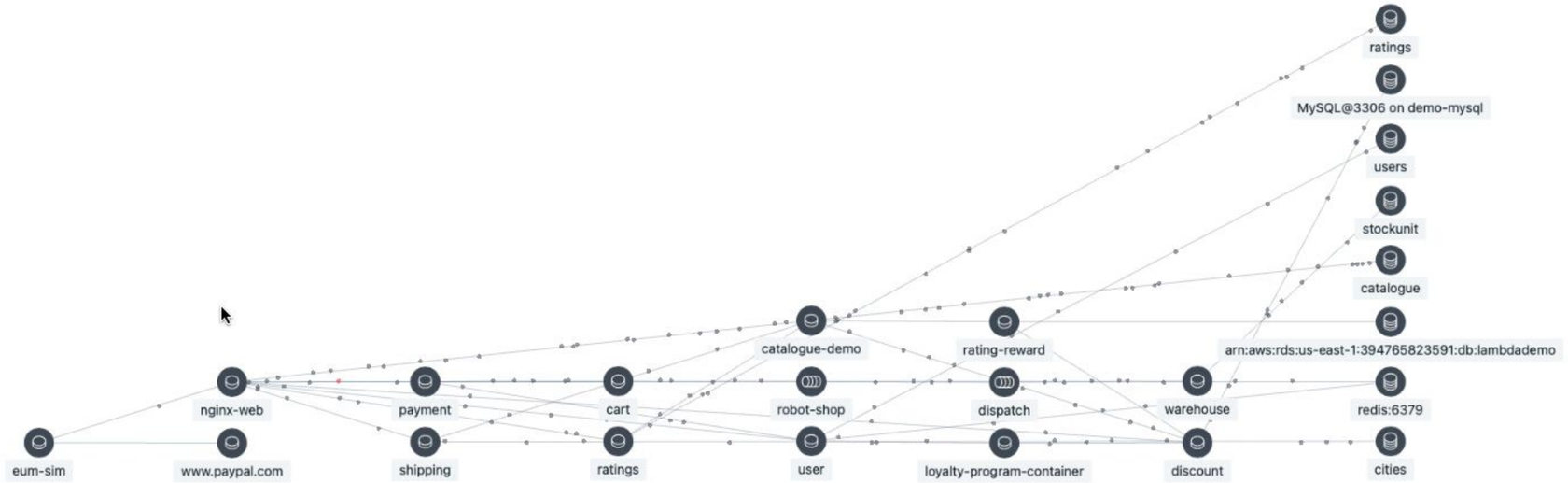
- Self-monitoring, auto-updating single agent
- Automatic & continuous discovery, deployment, configuration and dependency mapping
- Zero-configuration dashboards, alerting, troubleshooting & remediation
- Always-on, automated health monitoring – tracing, logging and profiling

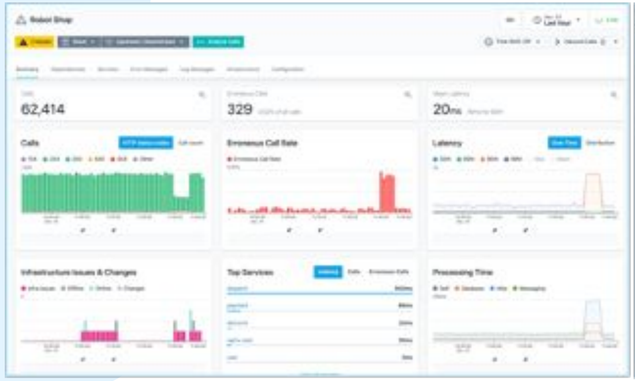


Accurate data in context for all teams

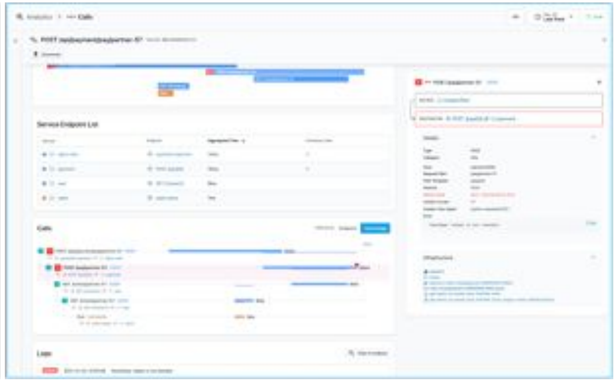
Real-time detection and mapping of all interdependencies reduces risk and decreases MTTR (Mean Time to Restore) by ensuring that you're always looking at accurate information.

- Real-time detection and interdependencies mapping
- Dynamic graph
- Automatic Anomaly Detection
- Application Perspectives
- Open Source & Logging Integrations
- Trace and correlate every request from browser to backend





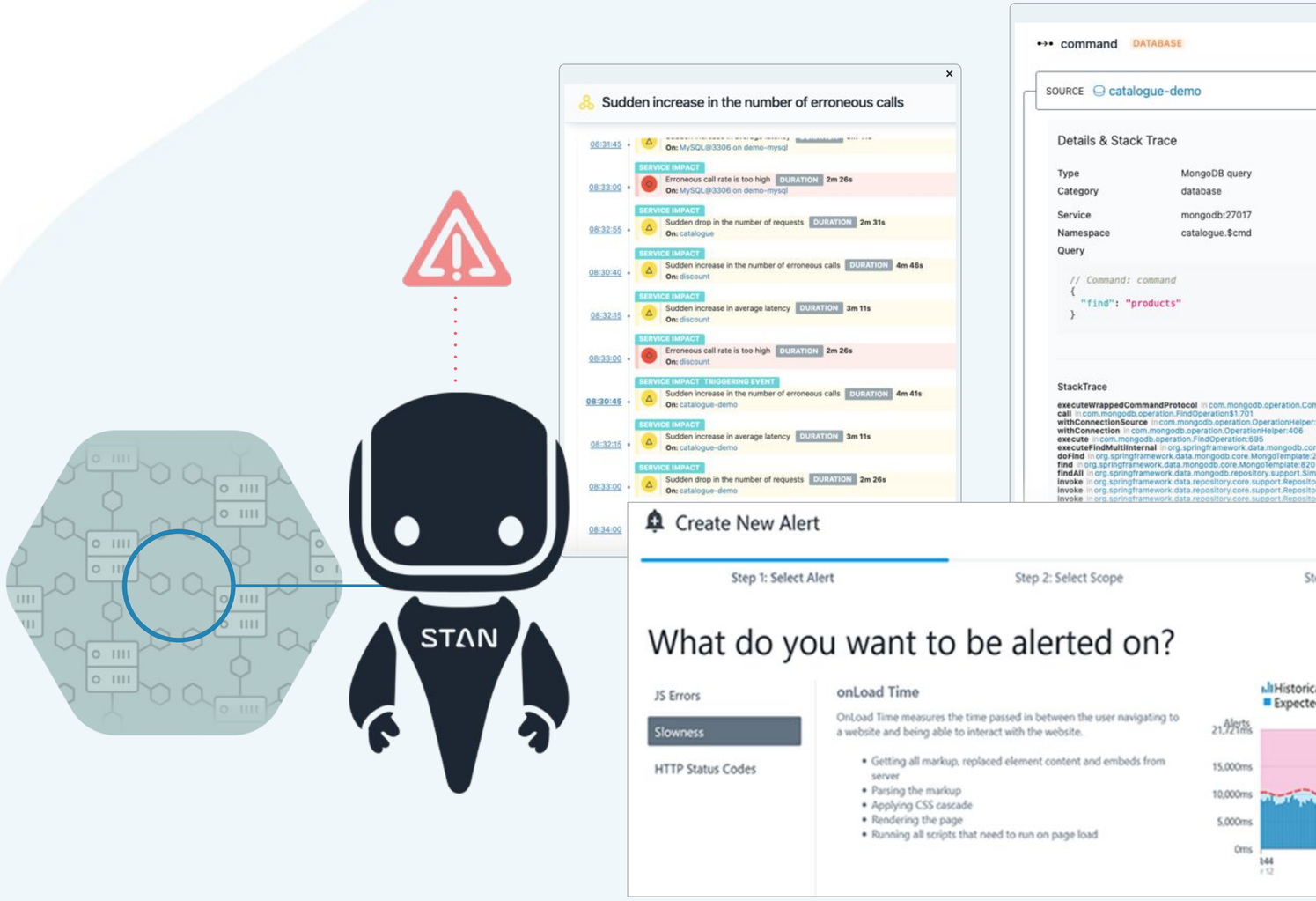




Intelligent action

Resolve issues faster with an understanding of contributing factors. Analyze every user request from any perspective to quickly resolve bottlenecks and optimize performance.

- Incident prevention through automating issue resolution with alerting
- Automates alert management and scoping
- Guided Troubleshooting
- Immediate Feedback of Pipeline & Canaries
- Unbounded Analytics - Proactively identify potential issues and minimize human effort to resolve issues



80%

Faster investigation with agentic AI

Agentic AI incident investigation

Investigate and resolve IT incidents up to 80% faster with a single click.

One click launches an autonomous investigation that examines every relevant service, dependency and change in real time, builds a hypothesis, and shows its reasoning so you can validate and move to remediation.[1,2]

Easy to use, Easy to deploy, Easy to understand pricing

- Simple, predictable, and transparent open pricing - no surprises
- Automated discovery and deployment
- All-inclusive (EUM/DX, mobile, database, synthetics, serverless, and profiling)
- Unlimited users
- No data storage charge (on-prem)
- No data ingestion charge (on-prem)
- No variable charges!

"On a single screen, Instana presents the status of the complete architecture. Always simple to use and modify."

An IBM Instana user

From G2Crowd.com



Customers who moved from another APM provider to Instana have been able to **increase the number of managed entities by 5X**, covering more applications and infrastructure, for the same cost or less.

Supported Technologies
Continuous real time discovery

Cloud and infrastructure
- AWS
- Azure
- Cloud Foundry
- Google Cloud (GCP)
- IBM Cloud
- Kubernetes
- OpenShift
- vSphere

Tracing
- .NET and .NET Core
- .Net Framework
- AWS Fargate
- AWS Lambda
- Azure Functions
- Go
- Java
- JBoss AS - Wildfly
- NGINX
- Node.js
- OpenCensus
- OpenTelemetry
- OpenTracing
- PHP
- Python
- Tomcat
- Weblogic
- WebSphere App Server
- WebSphere Liberty
- IBM MQ, ACE, APIC
- etc.

Agent sensors
- IBM Db2
- Informix DB
- MariaDB
- Microsoft IIS
- Microsoft SQL Server
- MongoDB
- MySQL
- Oracle DB & RAC
- OS Process
- Power HMC
- PostgreSQL
- PowerVC
- RabbitMQ
- Redis
- SAP Hana
- vSphere
- Windows HyperV
- etc.

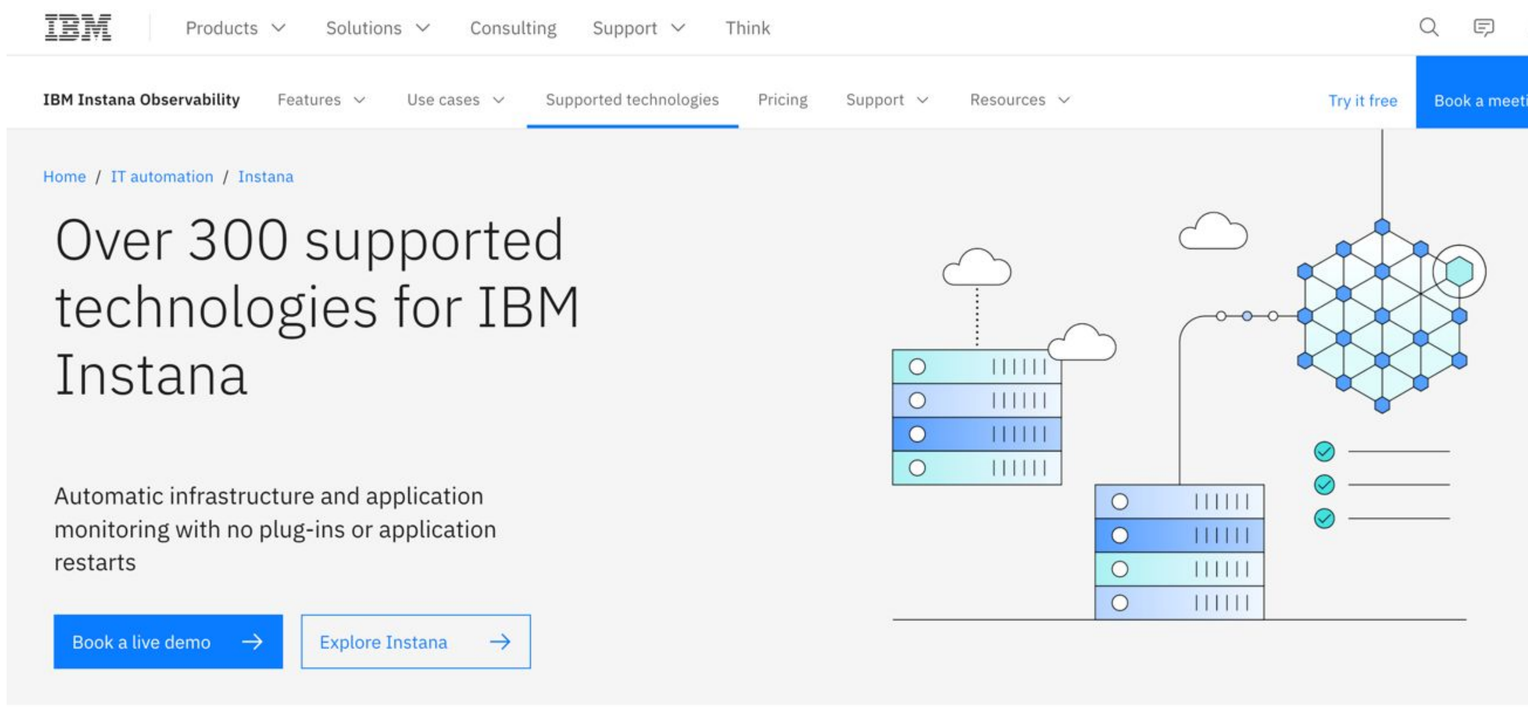
Alerting and notifications
- Email
- Google Chat
- Microsoft Teams
- Opsgenie
- PagerDuty
- Prometheus
- Slack
- Splunk
- Webhook
- IBM Watson AIOps
- etc.

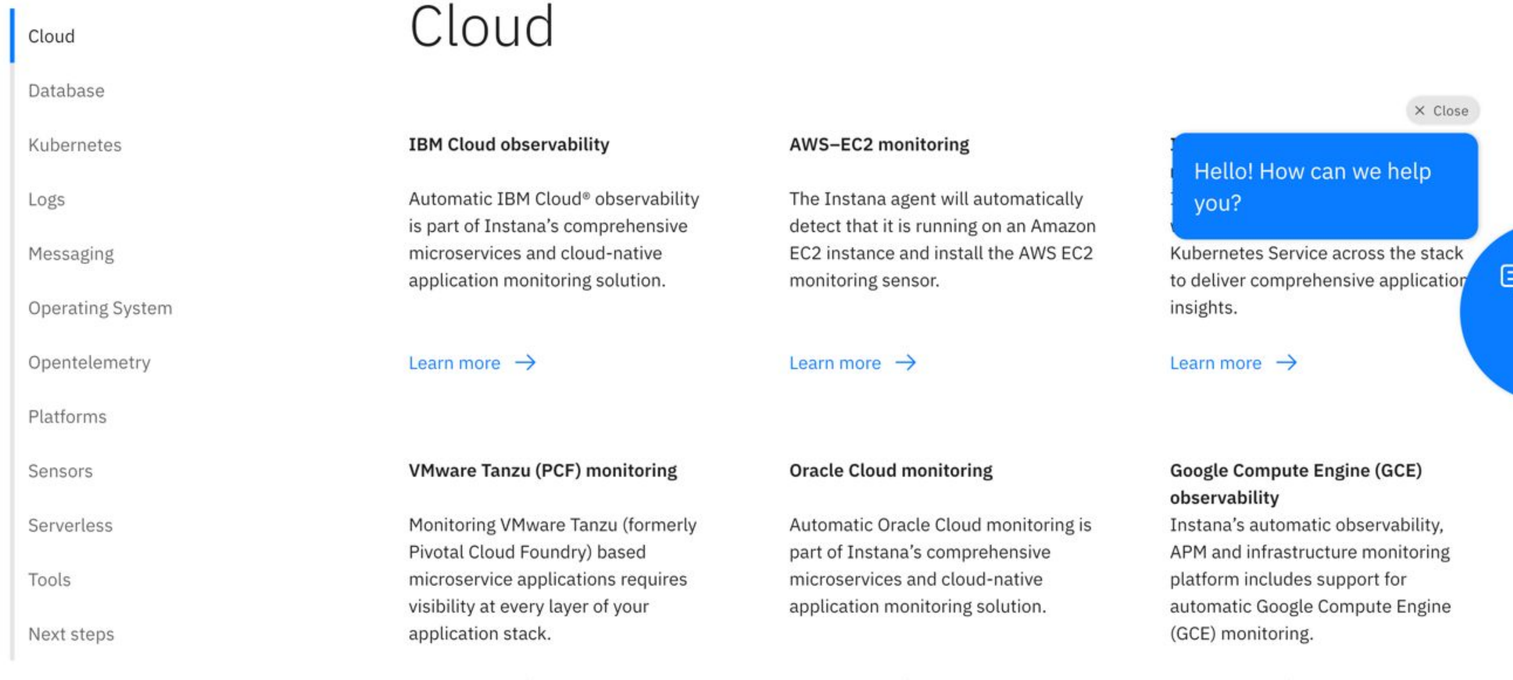
Monitoring Mobile Apps
- Android API
- iOS API
- React Native API
- Flutter Monitoring API

CI/CD:
- Jenkins
- Mina

Logging
- ELK
- Humio
- Splunk
- etc.

See Instana documentation for full, up-to-date list





Where Instana stands apart

Six differentiators clients consistently point to.

01

Complete data fidelity

100% traces, every request, no sampling.

02

1-second granularity

Finer than any container lifecycle.

03

Transparent pricing

Often half the cost, unlimited users.

04

Automated discovery

Runtime injection, no restarts.

05

Built for modern tech

Analyst leader for cloud and microservices.

06

Intuitive UI

No-training adoption across teams.

Great observability tells you what is happening. The harder problem is coordinating what to do about it.

Observe

Instana is now IBM Concert Observe, the real-time visibility layer of the Concert platform

Instana is now part of IBM Concert Observe

The observability you just saw is the Observe capability of a broader operating model.

Concert Observe keeps everything Instana does, real-time, full-stack, AI-driven observability, and connects that understanding to optimization, risk, resilience and automated workflows across your estate.[3,4]

Understand, decide, act, with governance

Concert turns signal into coordinated, governed action across the whole technology estate.

1

Understand
Connect signals across domains for shared context

2

Decide
Faster decisions made with confidence

3

Act
Execute with governance and control

4

Outcome
Increased speed, reduced risk, reduced cost

Break down silos. Coordinate trusted action.

UNDERSTAND

Across domains

DECIDE

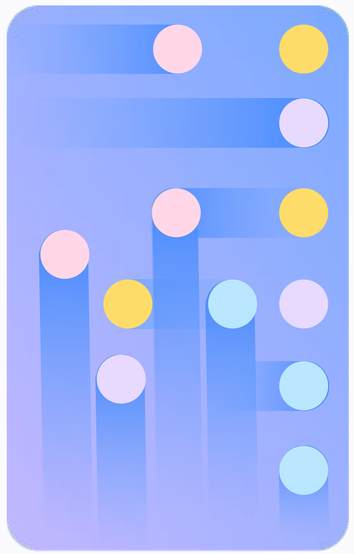
Faster, with confidence

ACT

With governance and control

Technology Estate

- Application
- Security
- Infrastructure
- Network
- ITSM, alerts and incidents



IBM Concert platform

- Observe
- Protect
- Optimize
- Operate
- Resilience
- Workflows

Business Outcomes

- Increased speed
- Reduced risk
- Reduced cost

Good morning, Mike Mallo

Executive view

The portfolio's overall resilience score sits at 71, with security the weakest ring at 36. No critical incidents are active, but six certificates expire within 30 days and 50 priority 1 CVEs are open across the applications.

Portfolio score

3m ago



Value capture

3m ago

Action rate
26%

Estimated savings
220.4K USD

Estimated disruption cost
51.1K USD



Portfolio breakdown

3m ago

Application	Health score	Est. savings	Revenue/hr

Focus applications

3m ago

virtuosoapp
Why: 4 critical actions

Why the integrated experience matters

A unified platform, not a bundle of tools, is what turns observability into outcomes.

One context

A unified data model means every capability reasons from the same shared understanding. :DataConnected:

One experience

Common UI navigation and common pricing reduce friction across teams. :Workspace:

New use cases

Complementary capabilities unlock outcomes no single tool could deliver alone. :Idea:

Outcome focus

Lead with risk reduction and MTTR, not dashboards and metric sprawl. :Target:

Start where it hurts most, then extend

You do not adopt everything at once. Land on one priority, expand across the same model.

Start

Land on your priority

Begin with the capability that matters most, often Observe with Instana.

Extend

Add adjacent capabilities

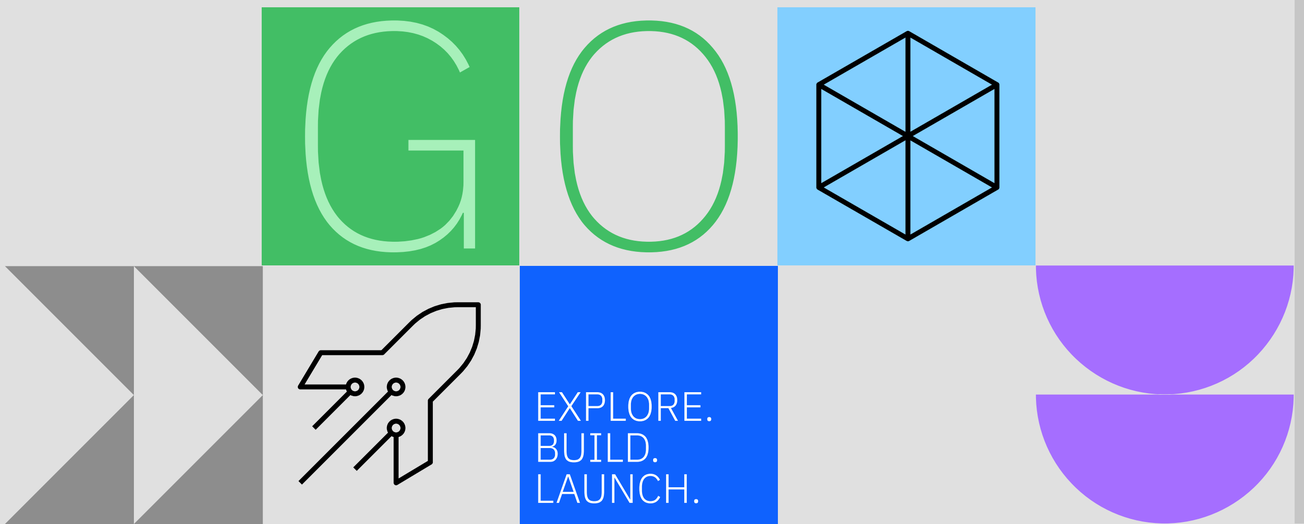
Bring in Optimize, Protect or Resilience on the same shared context.

Scale

Coordinate the full lifecycle

Governed workflows carry decisions into action across teams and tools.

Thank you



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IT Automation

