4a CORE OFFERING AIOPS & CX INSIGHT

Observability

Find the Cause in Minutes, Not Hours

AI-driven visibility across your applications, infrastructure and networks, correlated into one picture, so the slowest part of every incident, the finding, all but disappears. For critical and regulated services, it is how availability is protected and proven.

- Full-Stack Observability
- IT Service Intelligence & AIOps
- Synthetic Testing
- Cloud FinOps

WHY IT MATTERS

The Slow Part of an Incident Is Not the Fix. It Is the Finding.

Most technology teams measure how fast they fix things. Far fewer measure how fast they find the cause, and that is where the hours actually go. Estates have grown into complex, distributed systems: cloud services, containers, third-party integrations, each watched by its own tool, owned by its own team. Every tool answers its own narrow question well. None can answer the only question that matters mid-incident: what is hurting our customers right now, and why?

Observability changes the question. It brings metrics, events, logs and traces into one correlated picture, and lets AI surface the likely root cause the moment something moves, so "something is wrong" and "here is why" arrive together, and time to identify heads towards zero.

And where services carry regulatory obligations, that same visibility is how their availability is assured, and evidenced.

VCG CUSTOMERS

Admiral · Poundland · JLL · LUSH FRESH HANDMADE COSMETICS · WELCOMEBREAK · THE BIG YELLOW SELF STORAGE COMPANY

WHAT OBSERVABILITY MAKES POSSIBLE

MTTI → 0

Found in Minutes

Root cause surfaced as the alert arrives, so "where do we even look" stops costing hours.

Fixed Before It's Felt

Issues diagnosed and resolved before customers notice, often before the first complaint.

Alerts That Matter

Noise cut to the signals that threaten customers and revenue, not thousands of maybes.

Impact in Pounds

Technical performance tied to journeys and revenue, so priorities argue for themselves.

WHY VCG

Visibility Built by the People Who Build the Estate

Observability is only as good as its reach, and we know what it has to reach. We design, build and manage the networks, platforms and workplaces underneath, so our observability practice sees all the way down: from the customer's click to the application, the platform and the packet. A practice designed around your journeys, landed well and looked after long after go-live.

20+	300+	UK NOC	ISO
YEARS' EXPERIENCE	ACCREDITATIONS	UK-BASED OPERATIONS CENTRE	20000 & 27001 ACCREDITED

THE SHIFT

From Monitoring to Knowing

More monitoring has not meant more clarity: that is the paradox observability resolves. Here is what changes.

THE CHALLENGE		THE OUTCOME
Hours lost to "where do we even look" while the fix itself takes minutes	→	**Mean time to identify driven towards zero: cause surfaced with the alert**
Tools in silos: each team sees its slice, no one sees the whole journey	→	**End-to-end visibility of every journey, from the click to the infrastructure**
Blind spots opened by cloud, containers and new front-end layers	→	**Modernisation covered as you go: new layers observable from day one**
War rooms that pull every team into every incident	→	**The few who can fix it, told what to fix: everyone else stays productive**
No line of sight from a technical fault to customers, revenue or regulators	→	**Every incident scored by journey, impact and cost, so the response fits the risk**

SOUND FAMILIAR?

Observability delivers the most value for organisations that:

- ✓ Run revenue or service on digital journeys: quotes, checkouts, claims, bookings
- ✓ Have grown a patchwork of monitoring tools, each owned by a different team
- ✓ Answer to regulators, with FCA guidance and DORA expecting disruption understood fast
- ✓ Are good at fixing but slow at finding, and pay for the gap in hours and stress
- ✓ Are moving to cloud and containers faster than their visibility can follow
- ✓ Want cloud spend accountable to the experiences it actually delivers

WHAT YOU GET

Four Capabilities. One Picture.

Observability from VCG is a working practice, not a boxed product. These are the capabilities we bring together for you, sized to your estate and your journeys.

Full-Stack Observability

Metrics, events, logs and traces from every layer, front end to infrastructure to the networks between, unified in one correlated view of each service and the experience it delivers.

WHAT IT COVERS

- Application Performance
- Infrastructure & Cloud
- Network Paths
- Logs, Metrics & Traces

So you can see every journey end to end, with no gaps between tools.

IT Service Intelligence & AIOps

Services mapped to the business journeys they carry, with AI correlating signals, scoring impact and surfacing probable root cause, so alerts arrive with answers attached.

WHAT IT COVERS

- Service Maps
- Impact Scoring
- AI Root Cause
- Predictive Alerting

So you can drive time to identify towards zero and shrink the war room.

Synthetic & Real-User Monitoring

Journeys tested continuously before customers take them, and real experience measured when they do, from any location, at any hour, including the third-party steps you depend on.

WHAT IT COVERS

- Scripted Journey Checks
- Real-User Data
- Third-Party Steps
- Round-the-Clock Coverage

So you can find issues before customers do, not after they complain.

Cloud FinOps

The same visibility turned on your cloud spend: usage tied to services and journeys, waste surfaced, and a cost model that rewards bringing data in rather than penalising it.

WHAT IT COVERS

- Spend-to-Service Mapping
- Waste Detection
- Cost per Journey
- Ingest-Friendly Commercials

So you can make every pound of cloud spend earn its keep.

Every capability, one practice. Each capability feeds the others: synthetic tests validate the service maps, service intelligence prioritises what full-stack data surfaces, and FinOps keeps the whole picture affordable as it grows.

GETTING THERE

From Where You Are to Working Observability

There is no single starting point, so we plan around yours. Three proven routes in, each planned around your estate and your team.

ROUTE ONE

Start Fresh

First observability platform. We map your critical journeys, land the platform against them and build the practice around it from day one.

ROUTE TWO

Unify What You Have

Good tools, no whole picture. We pull existing monitoring into one correlated view, no rip and replace, and close the gaps between them.

ROUTE THREE

Migrate & Modernise

Legacy monitoring at end of life. We plan the migration, run old and new in parallel until trust is earned, then retire the legacy cleanly.

PLAN BEFORE YOU PLUMB

The platform is the easy part. These are the questions we work through with you first, because they decide whether observability becomes a practice or a shelf.

01 Which journeys matter most?

Map services to the revenue and regulated journeys they carry, and instrument those first.

02 What data, from where, at what cost?

Sources, retention and a commercial model that encourages the full picture rather than punishing it.

03 Who owns what?

Alert ownership, escalation paths and the operating model, agreed before the first dashboard ships.

04 What does good look like?

Baseline your time to identify now, set the target, and measure the gain in hours and pounds.

05 Is the culture ready?

Observability changes how teams work together. We plan the adoption, not just the installation.

06 What stays, what goes?

Which existing tools integrate into the single view, and which retire, with a dual-run plan for trust.

Delivery, shaped around your team: specialist engineering leads the build, your people stay close to it, and trusted partners add depth where it counts.

ENGINEERING + YOUR TEAM + PARTNERS

RUN WITH US

You Run the Business. We'll Keep You Seeing Clearly.

An observability platform is never finished: services change weekly, models drift and alert thresholds age. Through VCG Care, our managed service, we keep the picture sharp in whichever model suits you best.

Managed Observability

We run the whole practice for you: platform, alerting, dashboards, insight and refinement.

Co-Managed Observability

Your team and ours in one workflow, sharing tooling, visibility and the on-call load.

Targeted Services

We manage the specific pieces you choose.

Platform Specialists on Call

Certified observability expertise on tap, from specialists who know your estate by name, backed by our UK service desk with out-of-hours support.

Watching the Watchers

The observability platform itself monitored, patched and kept current, so the thing you rely on to see never becomes the blind spot.

Models Tuned, Noise Filtered

Alert thresholds, service maps and AI models refined continuously as your estate changes, so signal quality improves quarter on quarter.

Lifecycle Partnership

From first design to quarterly reviews: one relationship accountable for the outcome, turning insight into action at every stage.

THE PLATFORM BEHIND IT

Built With Splunk. Delivered by VCG.

Our observability practice is built on Splunk, the platform trusted by the world's most demanding digital businesses, spanning full-stack observability, IT service intelligence and synthetic monitoring. As a Splunk partner with deep Cisco heritage, we bring cross-vendor expertise most partners can't: the networks, the platforms and the observability layer, understood as one estate. You get certified Splunk expertise on every engagement, direct vendor engineering when it counts, and one relationship accountable for the outcome.

SPLUNK PARTNER

DEEP CISCO HERITAGE

CERTIFIED EXPERTISE

splunk>

TAKE THE NEXT STEP

Find Out Where Your Hours Are Going

Every estate has a time-to-identify number. Many teams struggle to reduce it. Start there, with a discovery that shows where the finding time goes and what closing the gaps is worth.

THE ASSESSMENT

Observability Discovery

A structured review of your estate and journeys: where time to identify is lost, where the gaps between tools sit, which journeys carry revenue and regulatory risk, and the quantified case for closing them. You'll leave with a clear picture and a prioritised path, whether or not you take the next step with us.

Book Your Discovery

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MORE FROM THIS PILLAR

AIOps & CX Insight

THE PARENT PILLAR · 04

Efficient operations and exceptional experiences, driven by AI.

AI Contact Centre

CORE OFFERING 4B

AI-powered engagement on every channel your customers choose.

Physical Environment Analytics

CORE OFFERING 4C

Footfall and environment analytics that make spaces work harder.

VCG is a UK managed services provider helping mid-market and multi-site organisations connect, secure and modernise their technology. From connectivity, networks and cloud to cyber security, modern work and AI-powered insight, we design, implement and manage the platforms that keep organisations productive, protected and ready for what's next. ISO 20000 and ISO 27001 accredited, with our own UK NOC and SOC.

VCG