



# MindScope IT Services LLC

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Overview Deck



*Welcome to Mindscope IT Services LLC! We are a provider of comprehensive IT solutions in Observability, DevOps, AI-OPS, SRE & and ITIL-based Operations Management, tailored to meet the evolving needs of businesses across diverse industries. Our commitment to innovation, reliability, and customer satisfaction sets us apart in the competitive IT services landscape.*

- Established in 2023, Mindscope IT Services LLC has rapidly become a trusted partner for businesses seeking cutting-edge IT solutions.
- Our team comprises highly skilled professionals with expertise in various tools and Technologies, including Observability, DevOps, SRE IT Operations Management, and more.
- We leverage the latest technologies and best practices to deliver innovative solutions that drive business growth and success.

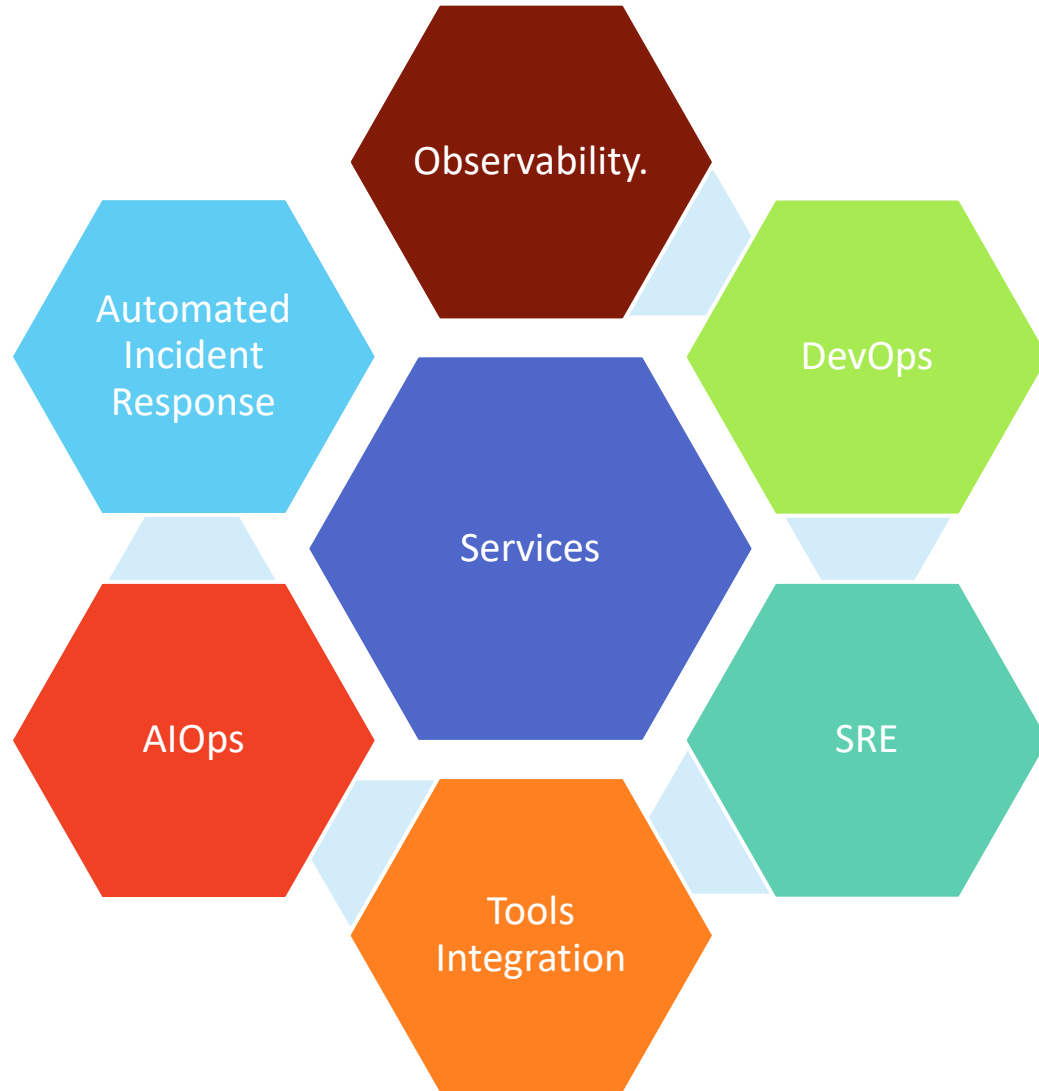
# Why Us



[www.mindscopeit.com](http://www.mindscopeit.com)

- 1. Expertise:** Our team brings years of experience and expertise to every project, ensuring high-quality solutions that exceed expectations.
- 2. Innovation:** We stay at the forefront of technology trends and innovations to deliver cutting-edge solutions that drive business value.
- 3. Reliability:** With a focus on reliability and scalability, we design solutions that are built to grow with your business and adapt to changing needs.
- 4. Customer Satisfaction:** Customer satisfaction is at the core of everything we do. We work closely with our clients to understand their needs and deliver solutions that address their challenges effectively.

# Our Services



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# Case Study – Insurance Company



## Monitoring Tool Scope

Process	Landscape	Time	People
Due Diligence	300+ applications	Due Diligence : 1 month	10 people actively implementing and managing APM tool  Key roles and responsibility <ul style="list-style-type: none"> <li>• Implementation</li> <li>• Configuration changes</li> <li>• Issues analysis and BAU</li> </ul>
Implementation	3000+ servers	Implementation : 11 months	
BAU	Tools Integration	BAU : ongoing	

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### Business Challenges

- **Diverse Technology & Services Stack across multiple environments**
  - Struggled to gain visibility across the entire stack
  - Blind Spots in monitoring led to inefficiencies and accumulation of Technical Debt.
- **Lack of real-time insights**
  - Increased MTTR
  - Unplanned Downtime
  - Revenue, Brand Impacting Customer Dis-satisfaction
- **Lack of granular resource utilization data**
  - Prevented Resource Optimization Opportunities
  - Increased Cost
  - Decreased ROI

### What We Did

- **Implemented Unified monitoring**
  - Unified view of the company’s entire Digital Landscape including Applications, services, and infrastructure across hybrid and multiple cloud platforms.
  - Multi-Dimensional monitoring including APM, RUM, Synthetic, and Log Monitoring.
- **Real-Time Insights – Custom Dashboards & Alerts**
  - Gained Instant Visibility into Performance Metrics.
  - Detect and Respond to issues before they impact end-users.
- **Advanced Analytics**
  - Machine Learning Driven Anomaly Detection
  - Proactively identify trends, patterns, and potential issues
- **Unified Event Management**
  - Automated Anomaly Detection, Incident Response & Responder/Stakeholder Notification
  - Integrated Monitoring Tools, with Incident Response tools, ITSM tools, Collaboration tools.

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### Value delivered

- ✓ Reduced MTTR by ~65%
- ✓ Improved Visibility - Unified view of application performance
- ✓ Cost Savings – 20% YOY by right-sizing under utilized CI’s
- ✓ Improved Mean Time to Respond.
- ✓ MIM workflow Automation & Integration
- ✓ Integration with Active Domain/ XAML for enhanced security
- ✓ Integration with QA tools to monitor performance during test executions

# Case Study – Pharma & Bio-Tech Company



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## Observability Scope

Process	Landscape	Time	Team Size
Current State Assessment (Monitoring, Incident Response, ITSM)	300+ applications  1800+ servers	Assessment: 2 Weeks  Tool Evaluation (Purchase) : 2 months	5  Key roles and responsibilities
Tool Evaluation	Tools Integration	Implementation: 6 Months	<ul style="list-style-type: none"> <li>• Program Head</li> <li>• ITSM Process Consultant</li> <li>• Dynatrace Consultant</li> <li>• PagerDuty Consultant</li> <li>• SNOW Developer</li> </ul>
Implementation (Top 10 Apps)			

### Business Challenges

- **Lack Of Monitoring Implementation**
  - 20% of Servers Monitored in Infra Mode
  - Insufficient Licenses to Support Monitoring
- **Delayed Incident Response**
  - Prolonged Unplanned Downtime of critical Indents
  - Ops teams working in Silo's led to increased MTTR
- **Inefficient Event Management**
  - Manual Process with no SOP's in place.
  - The MIM team was out of the loop in most Major Incidents
  - Lack of CMDB integration further caused inefficiencies in routing incidents to the right teams and calculating the true impact of Incidents

### What We Did

- **Assessment Report & Roadmap for Observability**
  - Report Detailing the impact of lack of Monitoring.
  - Current State of Monitoring, Incident Response & ITSM Tool
  - Tool Evaluation (Dynatrace vs DataDog vs Open Telemetry & PagerDuty Vs xMatters)
  - License & Module requirements for Dynatrace, PagerDuty & ServiceNow + Purchase
- **Foundation For AI-based Observability Platform**
  - Upgraded SNOW to Latest Release.
  - Enabled RunDeck capabilities in PagerDuty to enable Self-healing, Event Correlation, duplication & Alert suppression.
  - Updated CMDB for 10 In-Scope Applications
  - Rolled Out Agents to over 1800 Servers
  - Integrated Dynatrace, PagerDuty, ServiceNow, MS Teams & Webex for automated Incident Response.
  - Formalized automated MIM workflow
  - Implemented Full Stack monitoring for top 10 applications
  - User Adoption & Training

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### Value delivered

- ✓ Increase Infrastructure Monitoring to 100%
- ✓ Implemented Full Stack Monitoring to top 10 Apps.
- ✓ Implemented Self-healing & other AI-based solutions to improve the maturity of Operations
- ✓ Formalized a MIM process with fully automated notification & Escalation mechanisms.
- ✓ License Capacity for Next 5 Years
- ✓ Trained over 15 teams with ~400 resources in using the platform
- ✓ Real-time SLA Reports for both internal OPS teams & Vendor Managed platforms such as SAP, DBA, Infra, and more.

## Get In Touch



www.mindscopeit.com

Ready to take your business to the next level with Mindscope IT Services LLC? Contact us today to discuss your IT needs and explore how we can help you achieve your goals.

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# Q&A

