PRESIDIO®

SOLUTION BRIEF

Managed Services

Observability as a Service



THE CHALLENGE

IT operations teams are drowning in complexity. A typical enterprise fields over 1,200 alerts a day across siloed tools with no unified view, and much of that volume is noise rather than signal. Mean time to resolve runs past four hours, SLO breaches are found by customers before internal teams see them, and 73% of IT ops teams cite alert fatigue as their top operational challenge.

THE APPROACH

Engagement runs in four phases, starting with a two-week Assessment. A 30-day Pilot then proves value on three critical services, with the pilot fee credited toward your first three months of subscription. Deploy takes 2 to 6 weeks, led end to end by Presidio. Scale expands coverage in quarterly waves, backed by a continuous Operate and Improve layer.

THE SOLUTION

Presidio Observability as a Service (OaaS) is a fully managed, AI-led observability service that unifies telemetry across infrastructure, network, cloud, applications, and security. Coverage scales by tier: Essential covers infrastructure and cloud, Optimize adds network and application observability, and Accelerate adds security observability (CSPM, SIEM, IAM audit). Presidio AI Fabric and the 4I Methodology (Identify, Inform, Investigate, Intervene) correlate signals across domains, apply ML-based anomaly detection, and drive automated remediation.

The result is a shift from reactive monitoring to proactive operations without hiring or managing an internal platform team. Forecasting models flag capacity exhaustion, latency spikes, and SLO burn 24 to 72 hours before impact.

On the Accelerate tier, self-healing runbooks address the top 10 incident types, with a target of at least 40% of Tier-1 incidents resolved automatically. Every tier includes NOC monitoring (8×5 on Essential, 24×7×365 on Optimize and Accelerate), monthly health reports, and quarterly executive service reviews for the life of the engagement.

Presidio leads the deployment and runs the platform day to day. Your team's involvement is limited to onboarding essentials: environment access, firewall approvals, a named technical contact, and sign-off on alert thresholds and runbooks.

KEY BENEFITS

- Faster incident resolution: MTTR reduced by up to 70%, with root cause identified 4.2x faster than with siloed tooling.
- Quieter, more actionable alerting: AIOps correlation cuts alert noise by 40%, reducing war-room time and on-call burnout.
- Lower total cost of ownership: [30% / 30–40%] lower than a DIY multi-vendor observability stack once tooling and staffing are counted together. Platform licenses are billed separately, with procurement facilitated at Presidio partner pricing.
- Fewer change-driven outages: Change-related incidents typically cause 40% of outages. With OaaS Accelerate, that drops to under 10%.
- No platform team required: Presidio supplies the architects, NOC engineers, AIOps tuning, and, on Accelerate, a named SRE team with dedicated monthly hours.
- Audit-ready by design: Compliance reporting for SOC 2, HIPAA, and PCI-DSS is included on Accelerate and available as an add-on for Optimize.

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Observability as a Service

WHY PRESIDIO

Presidio is the bridge between where you've been (foundational IT) and where you're going (ultra-modern AI and cloud services), and we measure success in your terms. We strive to build lifetime relationships with those that give us their business, and we do so by being fearless, fast, flexible, and compassionate. It's our mission to earn your trust and deliver innovative, high-quality results at the speed your business needs to succeed.

We are a full lifecycle managed services provider. Soup to nuts. We help you procure the right technology, then we implement it, manage the environment, fill resource gaps and monitor 24/7/365. Our deep discovery process allows us to understand the full picture of your current and future tech needs, skill and process gaps, and the inner workings of your specific culture. The result is repeatable, reliable, effective IT co-management.

SEE IT BEFORE IT BREAKS

No more firefighting blind. Presidio OaaS replaces alert fatigue and reactive scrambling with AI-led visibility and managed reliability across your entire stack. Start with a two-week Observability Assessment, complimentary for qualified engagements. You get a tooling landscape map, a coverage gap analysis, an MTTR baseline, and an observability roadmap, with no commitment to proceed.

Contact Presidio today:
www.presidio.com/contact-us

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