

Service-Centric Operations for Reliable Digital Services

Connect service health, user experience, and operational context

Connected Service Context

Modern digital services span infrastructure, cloud, applications, networks, and external dependencies such as DNS, CDNs, ISPs, and third-party APIs. Resource-level alerts can show what changed without revealing which service is affected, what users are actually experiencing, or where an issue began. This forces ITOps, SRE, and digital experience teams to assemble context across tools.

Service-centric operations organizes telemetry around the services the business depends on. Dynamic Service Insights adds internal service health and topology, while LogicMonitor Digital Experience provides outside-in evidence from the Internet delivery path. Together, these perspectives help teams prioritize service impact and narrow likely causes. Through supported integrations, relevant alerts and context can inform guided Edwin AI investigations while humans remain in control.

How It Works

- **Organize around services:** Dynamic Service Insights uses tag-based rules to maintain logical service groups from existing monitored resources as environments change.
- **Connect health to dependencies:** Service metrics, criticality, alerts, and topology show how underlying infrastructure and applications affect each service.
- **Add outside-in experience:** LogicMonitor Digital Experience provides outside-in synthetic-test evidence across the Internet delivery path.
- **Investigate with context:** Edwin AI uses relevant service and experience signals to guide investigations and help teams identify the root cause.

OUTCOMES THAT SUPPORT SERVICE RELIABILITY



Clearer visibility into service health and user experience



Faster incident prioritization based on service impact



Quicker isolation of internal and Internet performance issues



Less alert noise and manual context assembly

Why LogicMonitor

- 1 Built for complex hybrid environments spanning infrastructure, cloud, applications, services, and Internet dependencies.
- 2 Uses existing monitored data and dynamic, rule-based service models to keep operational context current.
- 3 Brings together complementary inside-out health and outside-in experience evidence to support business-aware operations.

Trusted by



Improve Business Service Reliability

Connect service health, user experience, and infrastructure context so your teams can prioritize impact and resolve issues with greater confidence.

LET'S TALK