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Faster Incident Decisions with LogicMonitor



Stefan Budricks

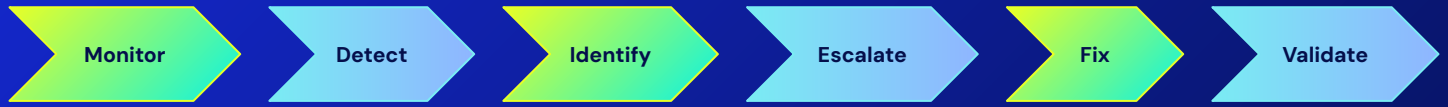
Sr. Product Manager, Digital Experience

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Speakers



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Stefan Budricks

Sr. Product Manager, Digital Experience



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David Femino

Sr. Manager, Cloud and Logs Product Management



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Leo Vasiliou

Principal Product Marketing Manager

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Agenda

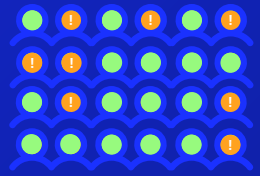
1. **Know The Problem**
   See it from the user's perspective
2. **Monitor Where it Matters**
   Measure the experience
3. **Ask, "Is it Just Us?"**
   Understand the scope
4. **Map the Dependencies**
   See the correlation
5. **Take it from the Server Room to the Boardroom**
   Prioritize what matters

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When Users Feel It First

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1. Users experience degradation



2. Environment "looks" green

- Application ✓
- Infrastructure ✓
- Cloud ✓
- Network ✓

? Everything looks healthy.
But users are impacted.

3. Fragmented investigation. More time. More context switching.

? Where is the problem?

Application Team
- Check app dashboards
- Review logs
- Is it bad code?

Infrastructure Team
- Check compute, storage
- Review resource utilization
- Out of capacity?

Cloud Team
- Check cloud status page
- Review regions and zones
- Any platform degradation?

Network Team
- Check network devices
- Review flow data
- Any interfaces down?

NOC Team
- Review event console
- Check incident queue
- What is happening?

4. **RESULT : SLOWER RESOLUTION**

X Longer time to detect X Longer time to triage X Longer time to resolve X Higher business impact

CUSTOMER HIGHLIGHT

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SAP

SOFTWARE & TECHNOLOGY

WITH LOGICMONITOR: UNIFIED INFRASTRUCTURE VISIBILITY

- Replaced fragmented legacy monitoring tools
- Unified NetFlow, syslog, and device monitoring
- Single SaaS platform — no operational overhead
- Greater control across global office network infrastructure

"LogicMonitor was the clear winner. It's a pure SaaS solution, which was a key factor. We needed to focus on visibility and performance, not infrastructure upkeep."



Bernd Fritzsche

Service Owner for Office Network Monitoring, SAP

WITH CATCHPOINT: REAL-TIME DIGITAL EXPERIENCE PROTECTION

- Detects outages across global commerce environments
- Identifies multi-customer issues instantly (e.g., CDN-wide failures)
- Enables rapid customer communication
- Integrated into SAP's situation room workflows

"We get Catchpoint alerts within seconds when a site is down. Within three minutes, we know exactly where the issue is coming from."



Martin Norato Auer

VP Observability, Customer Experience, SAP

100,000+ employees | **$31B** revenue | **Enterprise-scale visibility** across infrastructure and digital experience

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Before State

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Today: humans at every step



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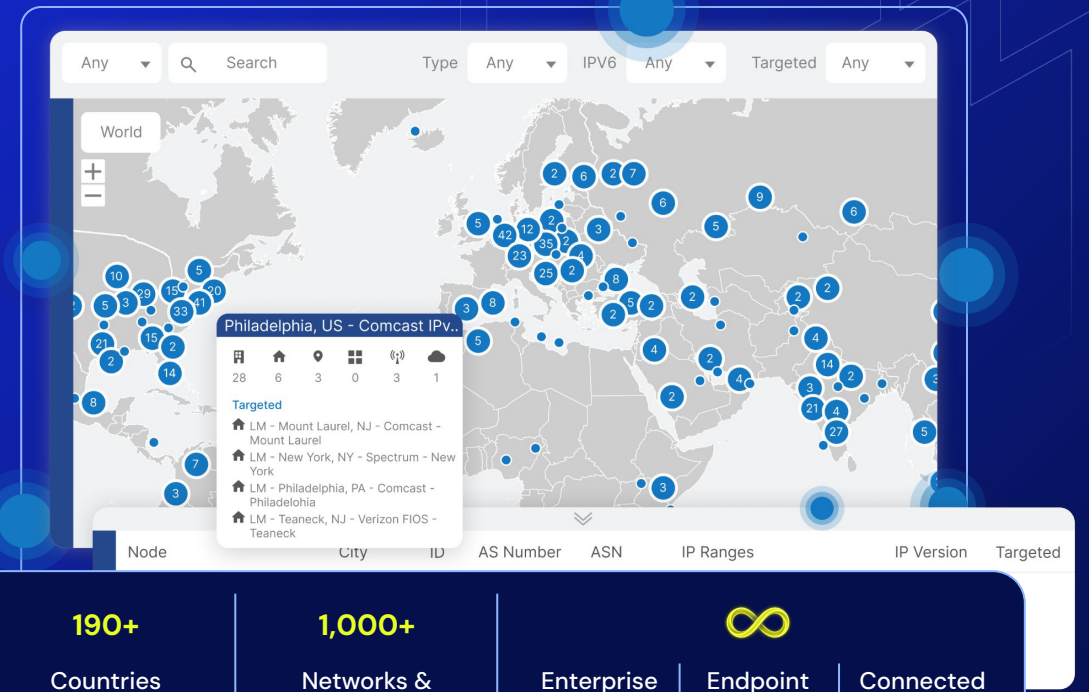
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Monitor Where it Matters

FULL-STACK SYNTHETICS

- Visibility from the infrastructure to the user's digital experience
- Flexibility to adjust for tomorrow's unknowns

Don't just know, know first



Backed by Global Coverage across networks, providers, and locations

3,100+	190+	1,000+	∞	∞
Global Vantage Points	Countries	Networks & Providers	Enterprise Agents	Endpoint Devices	Connected Devices

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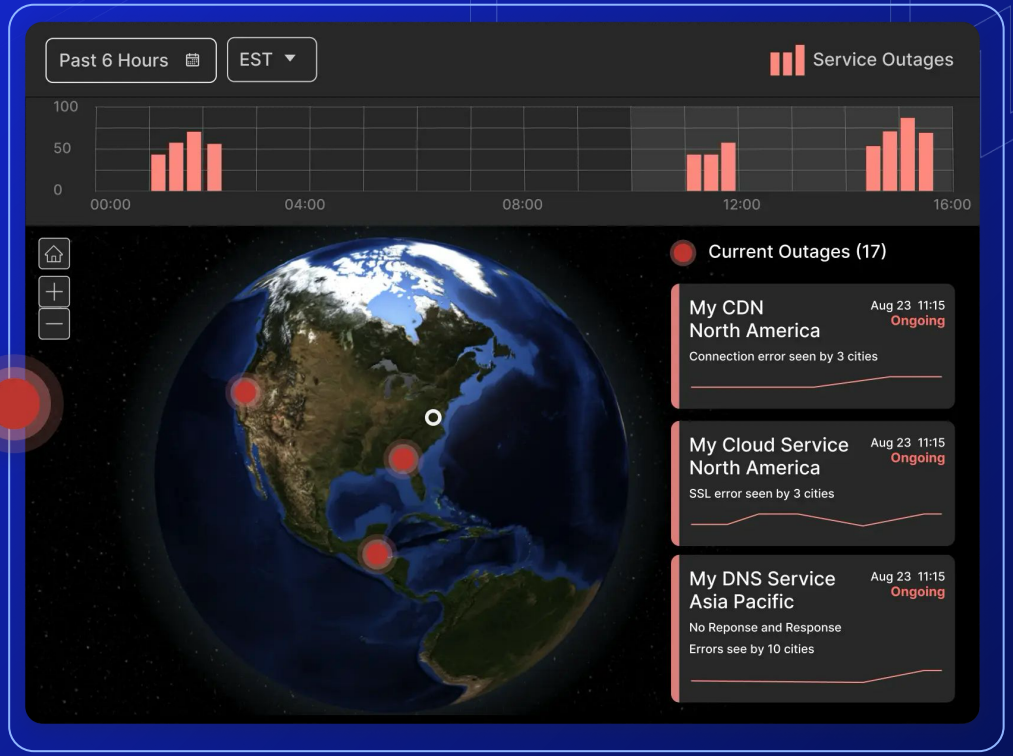
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Is it Just Us?

INTERNET SONAR

- Local, regional, or global understanding
- Independent context on what is happening across the delivery chain

Make decisions with trustworthy, audit-ready evidence



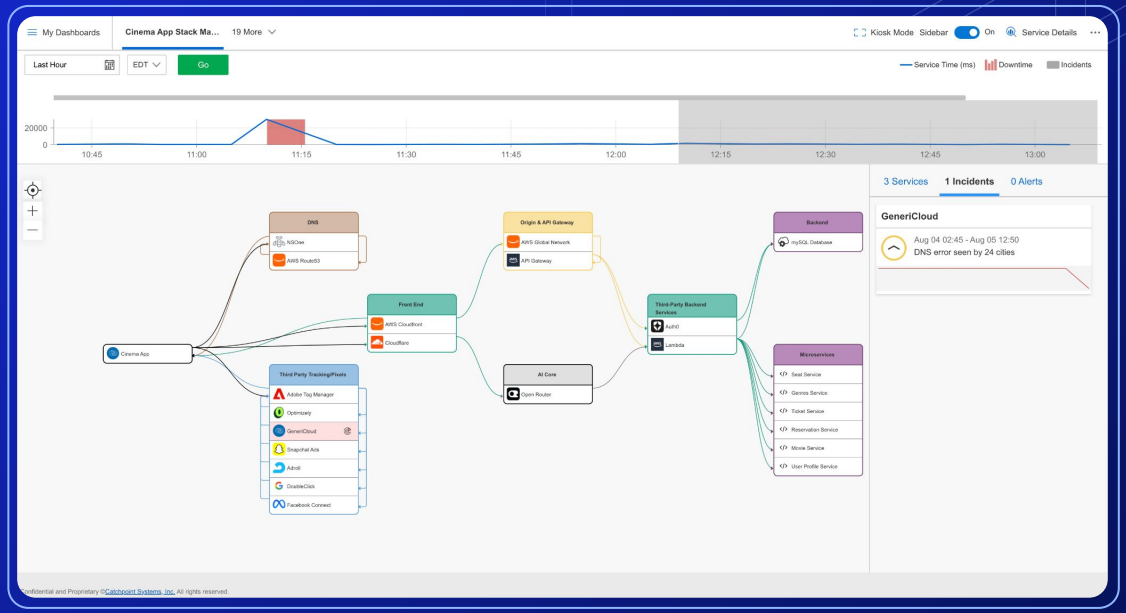
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See the Dependencies

INTERNET STACK MAP

- Visibility into your services and their dependencies
- Organizational context

Track issues with full third-party visibility and Internet Sonar



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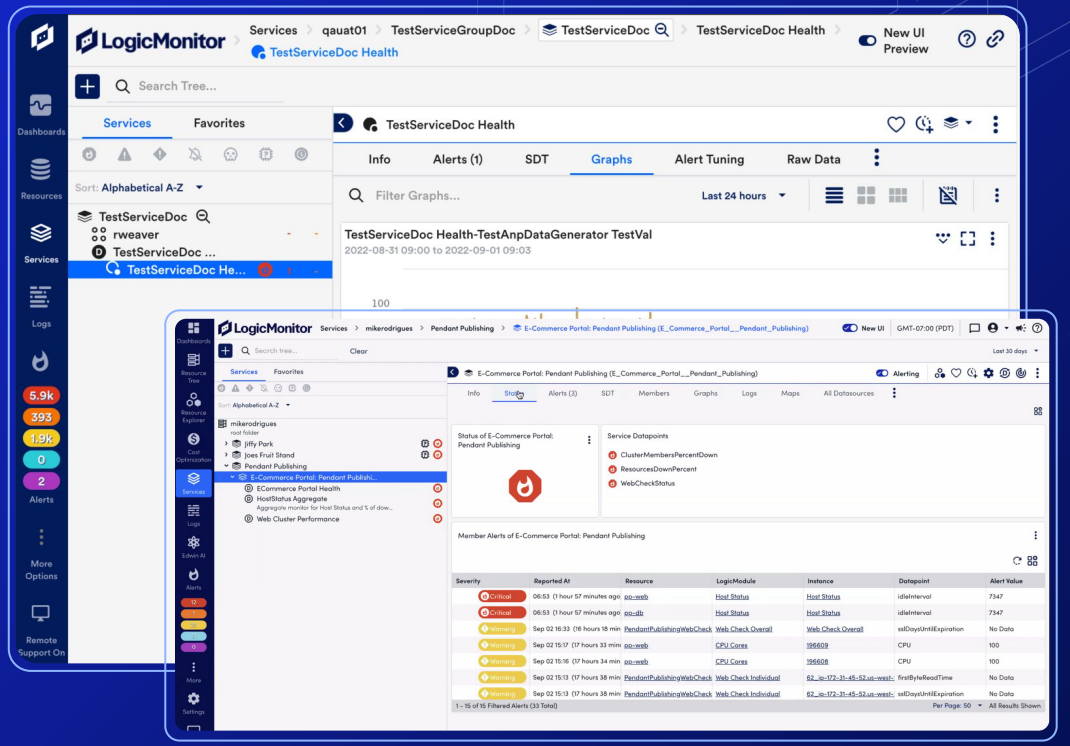
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From Server Room to Boardroom

SERVICE INSIGHTS

- Visibility from the infrastructure to the user's digital experience
- Business-centric view for earlier issue detection

Drill down into logs, metrics, and topology for faster resolution



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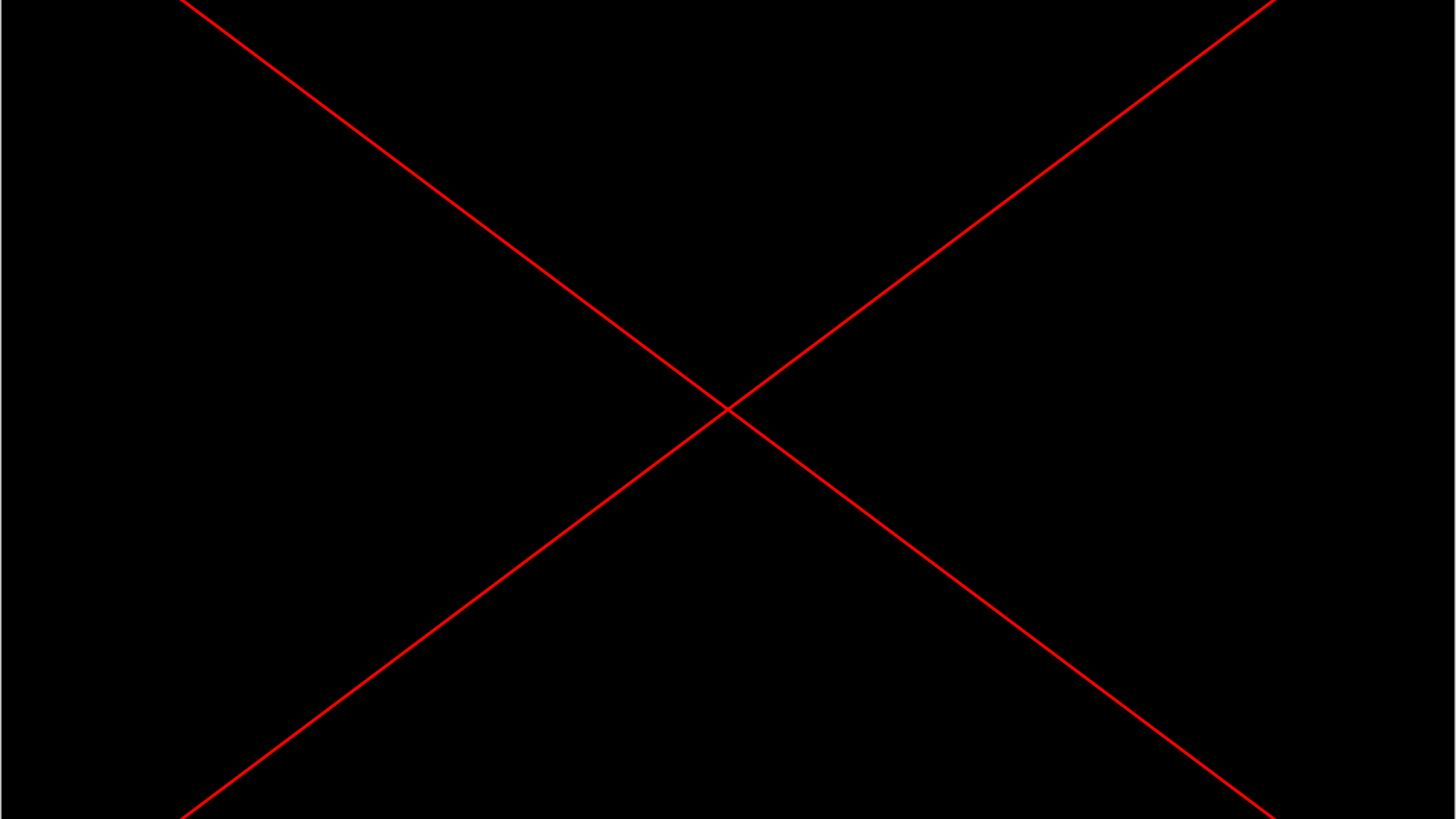
Transition to pre-recorded demo: Contact Stefan Budricks for questions

“I recorded the Sonar/StackMap and Service Insights separately so that if we can update Service Insights we can combine them later.

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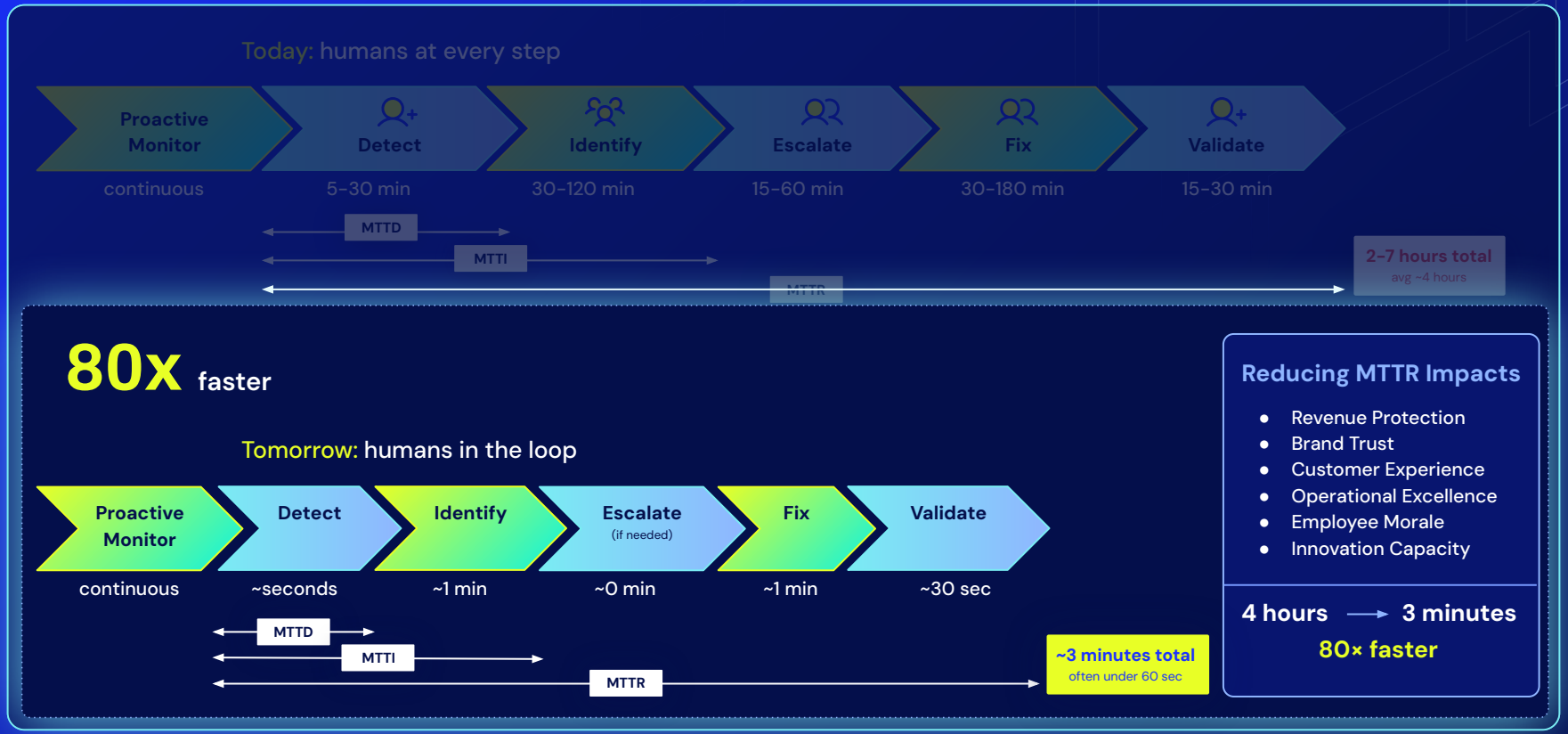
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After State

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Q+A

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Thank you for attending

We want your input:
Share your feedback to help shape future Elevate experiences.

Contact us for a personalized demo

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