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E.ON End-to-End Full-Stack Observability

On our way to holistic monitoring

Marcus Haffmanns, Product Owner Observability, E.ON
Farid Naini, Customer Success Specialist, Cisco

Agenda

- Introduction
- E.ON's Transformation
- Digitalization and Stability
- Monitoring Journey
- Examples
- Vision

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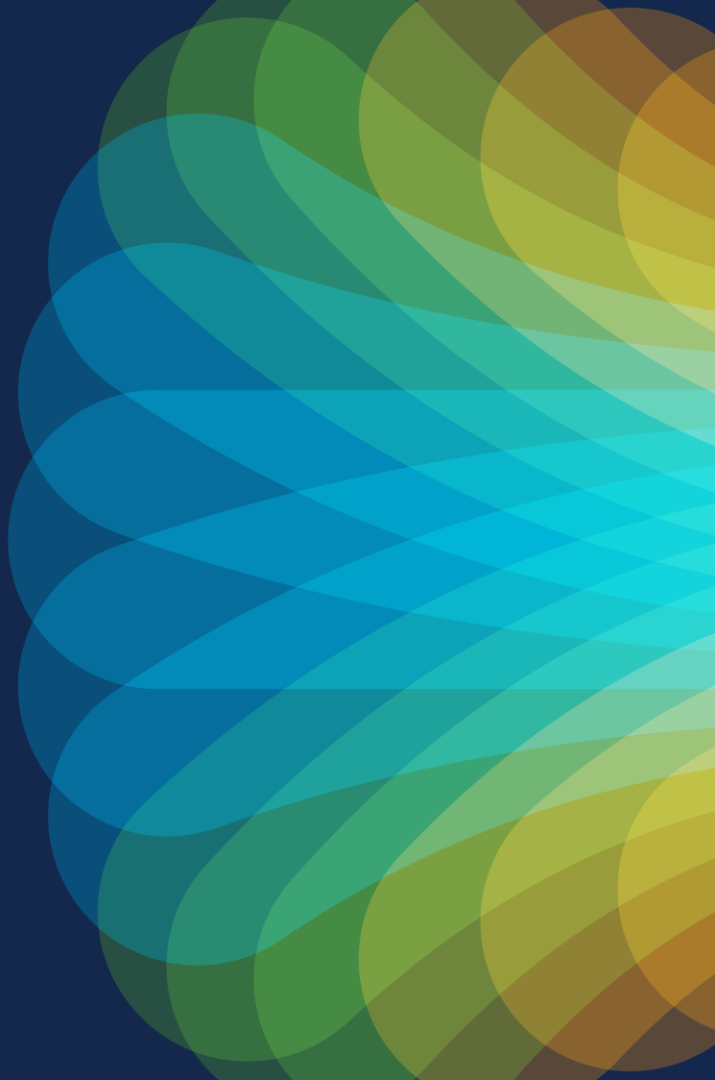
Introduction



Marcus Haffmanns

- Product Owner Observability
- Born ‘85
- Based within Critical Incident Management
- Full Stack Developer
- Hobby: Martial Arts > Blackbelt

marcus.haffmanns@eon.com

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E.ON's Transformation

Who we are

The E.ON Group is one of Europe's largest operators of energy networks, energy infrastructure, and a provider of innovative customer solutions for 48 million customers. Thus, we are decisively driving forward the energy transition in Europe and are committed to sustainability, climate protection, and the future of our planet.

Employees 71 thousand	Customers 48 millions
Energy networks 1.60 millions of km	Regulated asset base 35 billion euro
Renewable energy systems 900 thousand	Adjusted EBITDA 8.10 billion euro

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Digitalization and Stability

Digitalization at E.ON

Digitalization is a key driver for achieving our targets and becoming successful as an organization.

The roles of **digital technology in business** have increased over the years.

Digital transformation increases the amount of **flexibility** and **agility** to deliver solutions but also introduces **complexity** in operations.

As business models become highly dependent on digital services, this leads to a growing **need for observability**.

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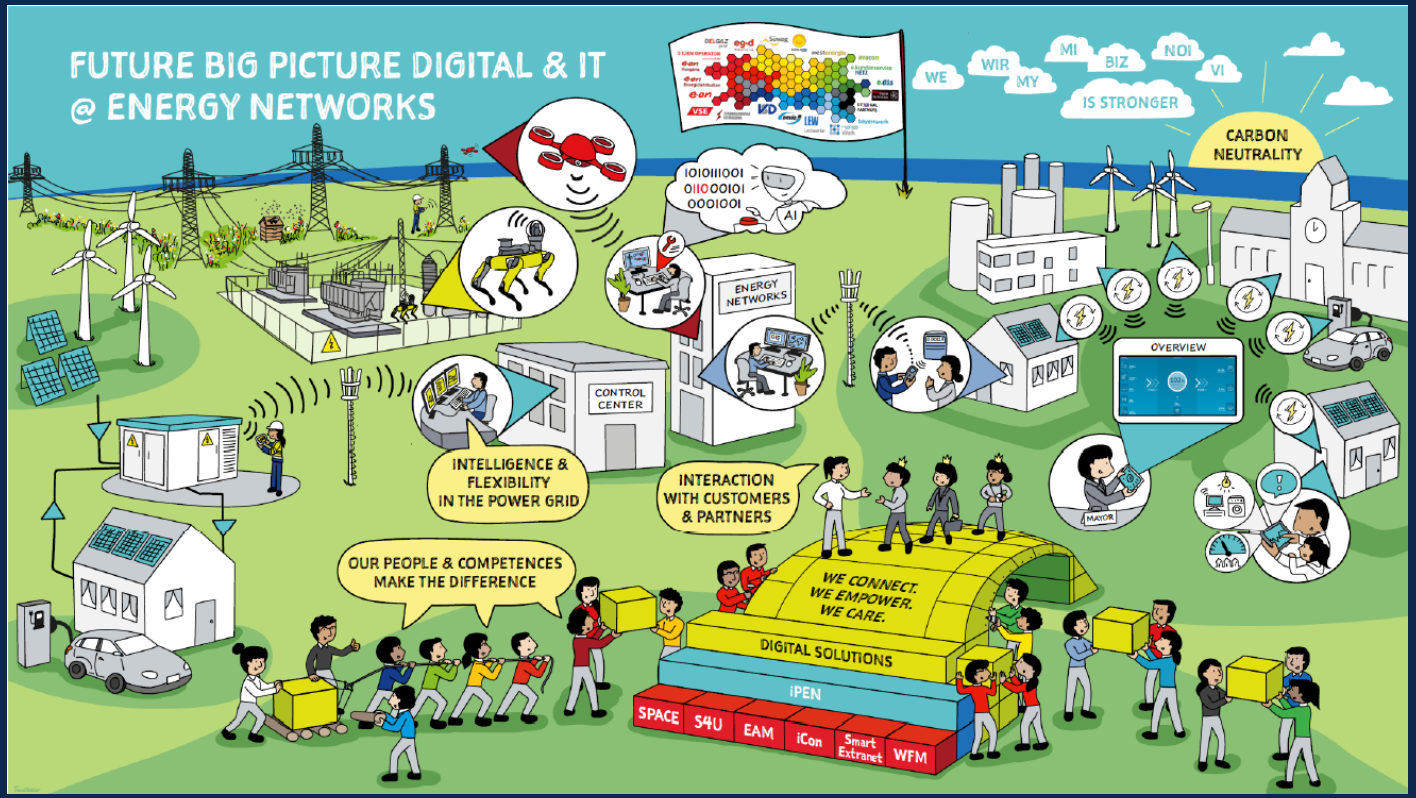
Digitalization Examples



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Monitoring Journey

The Journey at E.ON

80+ critical applications with various technology stack onboarded from mid-2022 to mid-2023.

20+ SAP environments connected to the systems, understanding the complexity and gaining transparency.

Building **relationships** between Monitoring / Critical Incident Management and business to understand their needs and pain points.

Creating overarching dashboards and alerts for faster reactions, for being **preventive** instead of reactive, and for **reducing MTTR**.

Preventions **increased**.

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Key Findings

You need a good relationship and the empowerment of the business units and DevOps teams.

A strong and skilled enablement team is required to bring the benefit after the onboarding.

Product teams have to understand and take over monitoring ownership.

Very well planned onboarding with skilled DevOps engineers is the best way. Fewer dependencies on supplier are also helpful.

Automation will help deploy faster, update agents, and reduce overhead in different teams.

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Examples

Example with AppDynamics

During the energy crisis of 2022, it was more important than ever to closely examine our systems.

- We were on the way to modernize our systems
- Not fully cloudified
- Suddenly 10x more users/hour
- Unusual behavior tracking
- Need for close performance and business transaction monitoring
- Identification of bottlenecks
- Automation of workarounds

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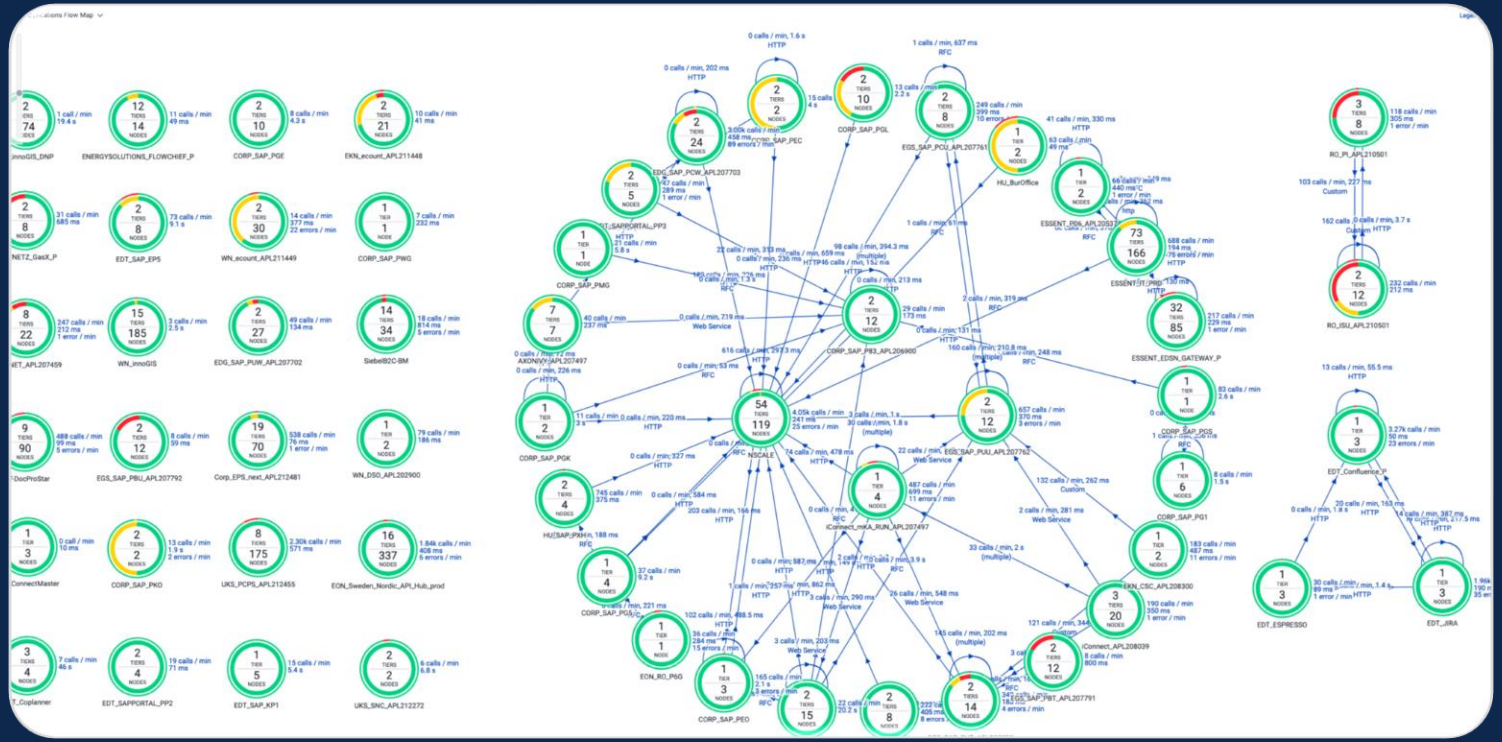
Complex System Overview



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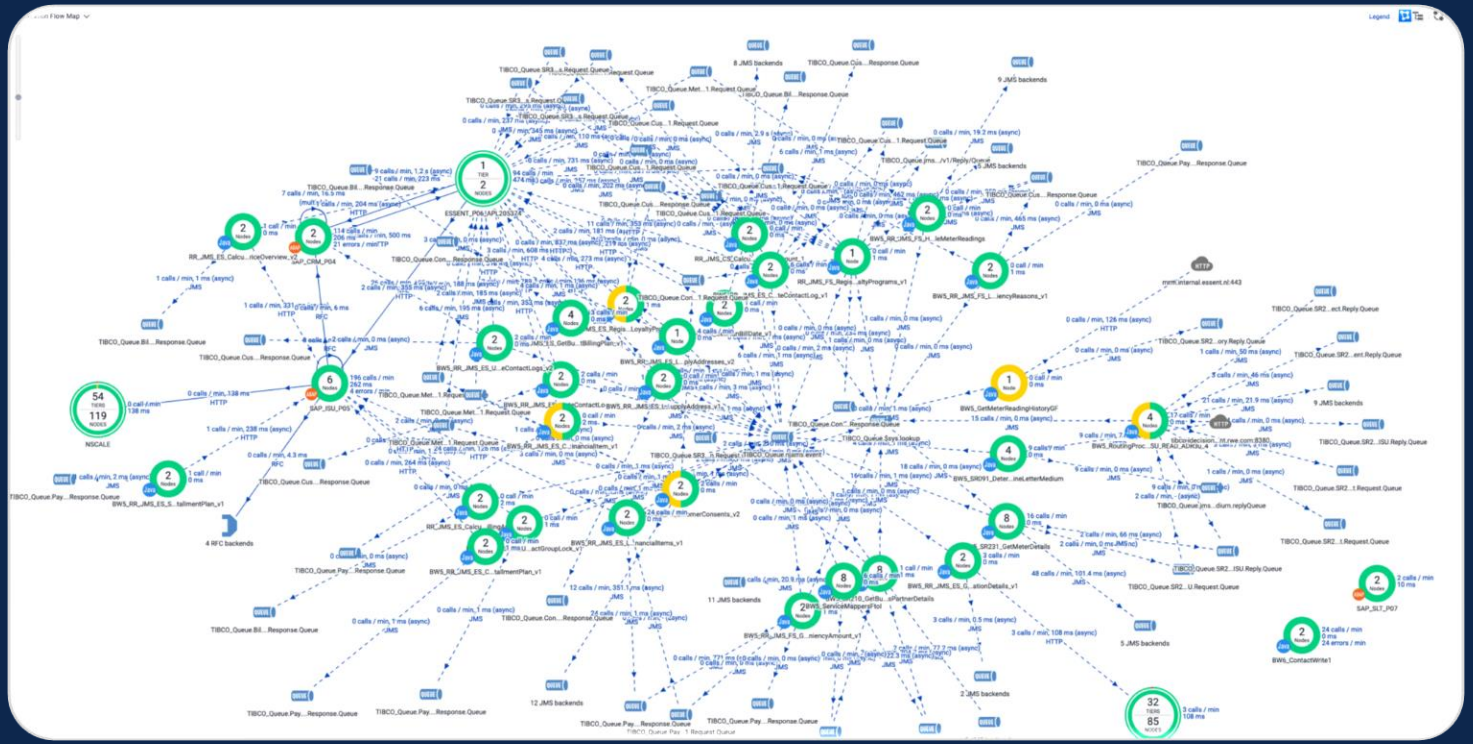
One Application / Landscape Example



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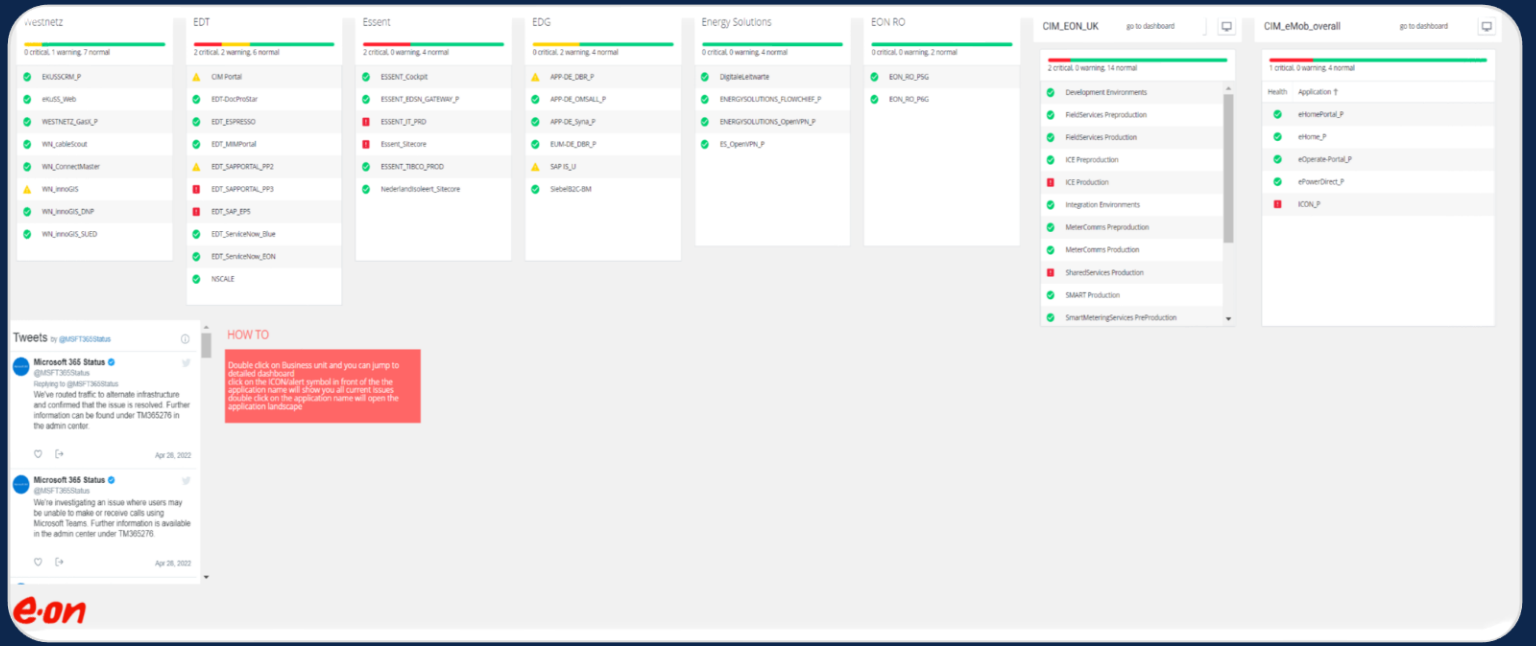
Critical Incident Management View



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Vision

Our Vision

We will implement an **enterprise observability platform** that is highly **scalable**, and **flexible** to enable **E2E observability** across distributed services.

Empowering our users to observe their services and solutions on a **single pane of glass**, allowing them to **reach a higher maturity level** with the use of **data**, **AI**, and **analytics**.

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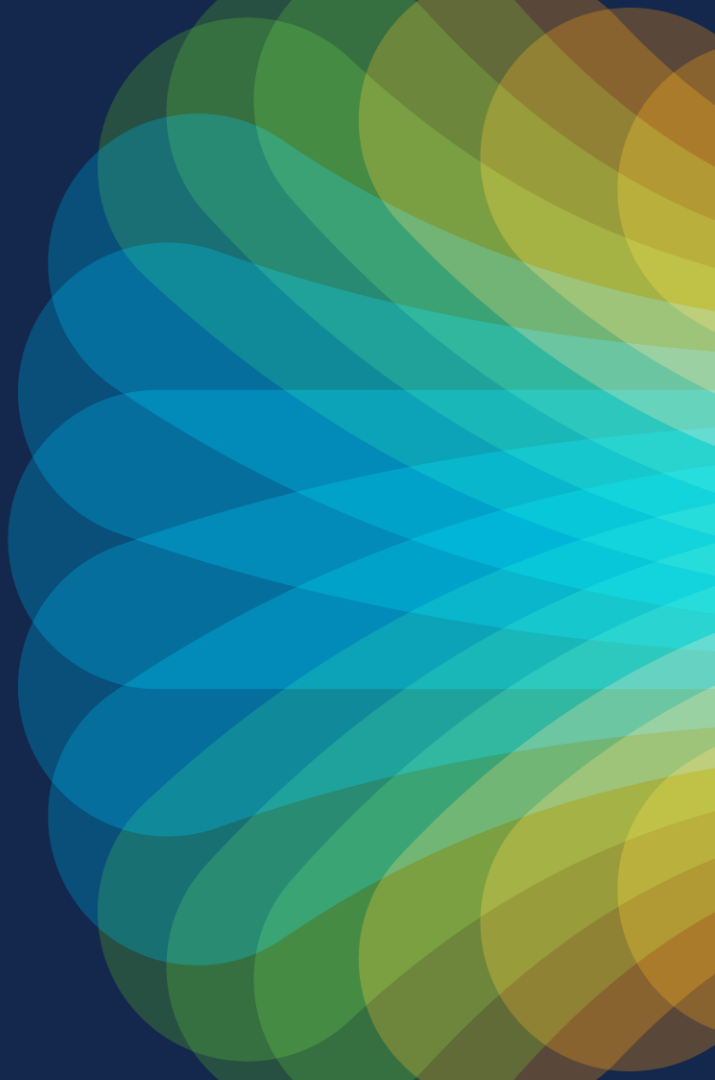
Thank you



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