

# Extremely Scalable and Customizable Realtime Monitoring Platform for India's Largest Telco, Reliance Jio



## THE ASK?

Can you help us to monitor our business processes effectively in real time? We have nearly 200K telecom centers, millions of network elements, tons of data and having tough time to do RCA with our existing license monitoring applications.

## Highly Customizable, Highly Scalable Realtime Monitoring

Company wanted a solution for finer visibility on key metrics and business processes in real time. Leading off-the-shelf license monitoring solutions that they have, were delivering the capabilities to get standard metrics from many different elements. They were looking for highly customizable tools, that can deliver appropriate, intelligence for decision making. Their massive backbone was generating data in petabytes and needed a highly scalable tool that can process the data in near real time, display real-time analytics with deeper insights.

## THE ANSWER:

Synectiks conceived, designed, architected and developed a real-time monitoring framework along with few business use cases implementation. The solution was 100% open, extremely customizable and scalable with some elegant analytics. It gave right visibility to their business processes.

## Challenges

Huge data from many source elements, needed custom processing and filtering to collect right information, store them effectively so that finest real-time analytics can be drawn. We architected a monitoring framework composed of three open source components that can be customizable and scale out. We used *Prometheus* as data collection engine and *Influxdb* as a time series database along with customizable *Grafana* analytics. We hosted the entire technology stack in *Kubernetes* platform so that it can scale elastically with minimal operation. Many pluggable intelligent scripts were written that works with *Prometheus* data collection engine and derive intelligent data from a large dataset. Smart analytics were built on intelligent data stored in time series database and brought up important business monitoring views. Finally, customer could view important business flows and key metrics in real-time fashion with finer, drill down capabilities.

## OUTCOME:

A 100% open, highly scalable and extensively customizable monitoring platform that gives right business insights in real time that responds to business needs.

## The Right Information, Right Insights..

- ✓ Customer got the flexibility to have complete visibility to important business instead of being flooded with irrelevant data.
- ✓ Rapidly develop any business monitoring capability as needed.
- ✓ A very stable and highly scalable monitoring platform with minimal cost overhead.
- ✓ Pay exactly for what is being used.