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Proposal for Comprehensive IT Monitoring Solution Proposal for Agilus

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Comprehensive IT Monitoring Solution Proposal for Agilus

# **Executive Summary**

In today's digital-first business environment, operational excellence demands proactive monitoring and intelligent incident management. This proposal outlines a comprehensive three-tier monitoring solution designed to transform Agilus's IT operations from reactive to predictive, ensuring maximum uptime, optimal performance, and superior customer experience.

Our integrated approach combines IT Infrastructure Monitoring, Application Performance Monitoring, and Event & Incident Management Operations to create a unified monitoring ecosystem that not only identifies issues before they impact business operations but also provides actionable insights for continuous improvement.

Agilus requires a monitoring solution that not only maintains operational stability but also enables data-driven decision making, supports business growth, and enhances competitive advantage.

# **Proposed Solution Architecture**

## 1. IT Infrastructure Monitoring

## Core Capabilities

### **Health Checks & Availability Monitoring**

* Real-time status monitoring across all critical infrastructure components
* Automated health assessments with customizable thresholds
* 24/7 availability tracking with detailed uptime reporting
* Predictive failure detection using AI-driven analytics

### **Performance Degradation Analysis**

* Advanced performance baseline establishment
* Intelligent anomaly detection for early warning systems
* Root cause analysis with automated correlation engines
* Performance trend analysis and capacity planning insights

### **Throughput & Capacity Management**

* Real-time throughput monitoring and optimization
* Bandwidth utilization tracking and forecasting
* Resource allocation optimization recommendations
* Scalability planning with predictive analytics

### **Synthetic Monitoring & Customer Experience**

* End-to-end transaction monitoring simulating real user journeys
* Customer experience scoring and benchmarking
* Geographic performance monitoring for multi-location operations
* Business-critical process validation

## Infrastructure Components Coverage

### **Compute & Network (via Ops Manager)**

* Leveraging your recently implemented Ops Manager for seamless integration
* Centralized compute resource monitoring
* Network performance and connectivity tracking
* Unified dashboard for comprehensive visibility

### **Specialized Console Integration**

* **Backup Systems**: Dedicated monitoring for backup success rates, storage utilization, and recovery time objectives
* **SD-WAN Infrastructure**: Network performance, link utilization, and connectivity optimization
* **Database Operations**: Performance monitoring, query optimization, and capacity management

## 2. Application Performance Monitoring (APM)

## Jarvis Solution Implementation

Our flagship Jarvis APM solution provides:

### **Deep Application Insights**

* Code-level visibility with automatic instrumentation
* Real-time performance metrics and bottleneck identification
* User experience monitoring with detailed journey mapping
* API performance and microservices monitoring

### **Intelligent Analytics**

* Machine learning-powered anomaly detection
* Predictive performance modeling
* Automated root cause analysis
* Business impact correlation

### **Developer-Friendly Features**

* DevOps integration with CI/CD pipelines
* Real-time alerting with contextual information
* Performance optimization recommendations
* Collaborative debugging and resolution tools

## 3. Event Management & Incident Management Operations

### **a. Intelligent Event Processing**

* Advanced event correlation and noise reduction
* Priority-based escalation with business impact assessment
* Automated ticket creation and workflow management
* Integration with existing ITSM tools

### **b. Proactive Incident Management**

* Predictive incident identification and prevention
* Automated remediation for common issues
* Comprehensive incident lifecycle management
* Post-incident analysis and improvement recommendations

# **Business Value & ROI Analysis**

## Immediate Benefit

A bar graph with text

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## Strategic Advantages

|  |  |  |  |
| --- | --- | --- | --- |
| Enhanced Customer Satisfaction | Operational Efficiency | Cost Optimization | Competitive Edge |
| Improved performance & reduced downtime | Automated workflows & intelligent alerts | Proactive waste identification & optimization | Superior UX delivery & faster innovation |

## Financial Impact

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# **Implementation Approach**

|  |  |  |
| --- | --- | --- |
| Phase | Duration | Key Activities |
| Foundation | **Weeks 1–4** | **• Infrastructure discovery and baseline establishment**  **• Ops Manager integration and optimization**  **• Core monitoring deployment and configuration** |
| Enhancement | **Weeks 5–8** | **• Jarvis APM implementation and application instrumentation**  **• Advanced analytics configuration**  **• Custom dashboard and reporting setup** |
| Optimization | **Weeks 9–12** | **• Event management and incident workflows activation**  **• Team training and knowledge transfer**  **• Performance tuning and optimization** |

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# **Risk Mitigation & Success Assurance**

|  |  |  |
| --- | --- | --- |
| Technical Safeguards | Business Continuity | Knowledge Transfer |
| • Redundant monitoring infrastructure to prevent single points of failure  • Comprehensive backup & DR planning  • Regular security assessments & compliance checks | • Detailed implementation planning with minimal disruption  • Fallback procedures & rollback capabilities  • SLA commitments with clear success metrics & penalties | • Comprehensive documentation & runbooks  • Hands-on training for technical teams  • Gradual transition of operational responsibilities |

# **Commercials**

|  |  |  |
| --- | --- | --- |
| Component | Description | Annual Cost |
| Dedicated Team (5 members) | 1. Solution Architect 2. Infrastructure Specialist 3. App Performance Eng. 4. DevOps Integration Eng. 5. Operations Analyst   — all with enterprise monitoring and ITIL certifications | ₹36,00,000 |
| Jarvis APM Licensing | Full access to Jarvis application-performance monitoring platform, including auto-instrumentation,  ML-driven analytics, and  predictive modeling |  |
| Ops Manager Integration | Tuning and optimization of existing Ops Manager deployment for compute & network monitoring |  |
| 24×7 Support & Operations | Round-the-clock event management, incident response,  reporting, and  quarterly business reviews |  |
| Total Annual Investment | Comprehensive three-tier monitoring solution (IT infrastructure, applications, event & incident operations) with all people, tools, and services |  |

## Payment Terms

# **Vendor Background and Qualifications**:

**Years in business: 13+**

**Total Customers: 150+**

**Average years services provided: 2.5 years.**

Skillmine is a niche IT Services organization with a 1000 + technical workforce and profound capabilities in delivering cutting-edge solutions & IT Services in Digital Transformation / Applications Mgmt. / Data Science / Infrastructure & Information Security domains.

Skillmine is currently has a physical presence in India with offices in the Middle East, Bangalore, Mumbai, Raipur & Delhi, the UK, and the US. Skillmine is currently planning to expand in other locations like Japan as well.

Bifurcating by domain, the number of employees is as follows:

1. **Finance Domain – 250+**
2. **Debt Market – NIL**
3. **Development – 30+**
4. **Support – 65+**
5. **Project Management – 35+**

We have a dedicated practice for customer support processes that serve our internal requirements as well as our client's support processes, where we provide IT-managed services.

Our Value Proposition:

* Based on Industry Best Practices e.g.: ITIL, ISO2000
* Industrialized approach leading to Productivity gains.
* Standardised processes with the flexibility to be tailored as per the maturity model of the organization.
* Rich set of integrated tools or proven capability to integrate existing tools to ensure Quality and Continuous Reporting
* Meaningful Dashboard, Reporting, and Transparent Governance
* Keen eye towards adapting simple techniques leading to Innovation & Service Excellence