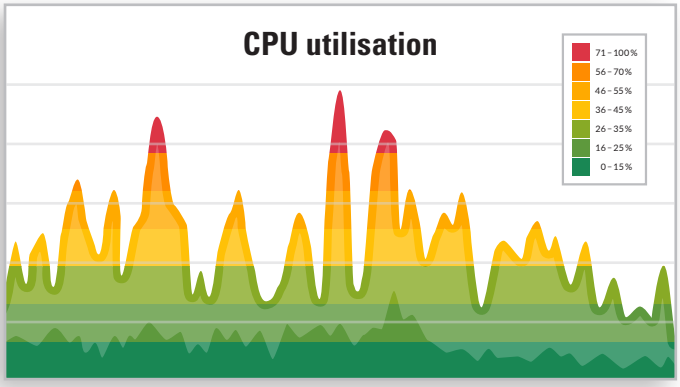
Observability in aduno®

In an IT context, observability is the ability to understand the internal state of an IT environment by observing its external results. It provides deep insights into how complex and distributed environments work, what happens in them and why, even if it is not directly observable.

Transparency of system availability

Our observability solutions give you comprehensive insight into the availability and current status of your devices and systems. aduno® provides insight into all service interactions, derived services and dependencies in order to identify performance bottlenecks and subsequent



errors. Potential disruptions are detected early on and presented in a clear, management-based view.

aduno® takes a holistic approach to monitoring metrics, logs, traces and events. The aim is to obtain a complete overview of the system and establish causal relationships between events.

Key Features

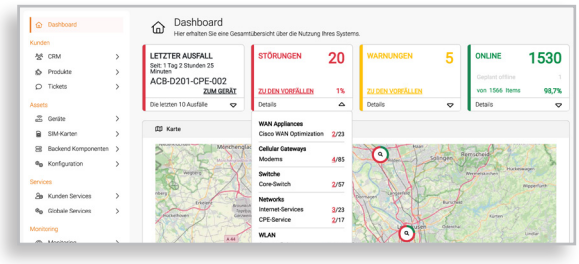
- Customer and device management
- Individually configurable customer portals, the system is highly scalable
- Setting up global services
- Weathermap for monitoring the entire system
- Monitoring and provisioning of routers, controllers, switches, etc.
- Integration of LoRa gateways and sensors, setting up threshold values
- Setting operating hours & SLA monitoring
- Alarm functions and recipient groups
- Ticketing and automatic incident creation
- Automated monthly reports based on individual criteria
- Evaluation and statistics with history
- Open API for e.g. Service Now, SAP, Salesforce, FMTB, etc.

WAN LoRaWAN WLAN Private 5G

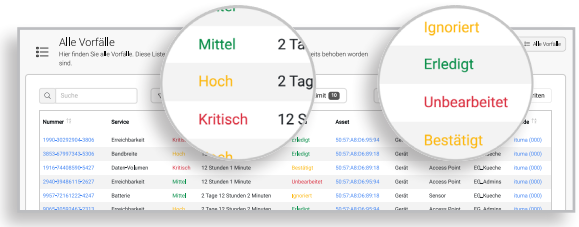
aduno® service management platform

Portal functions (excerpt)

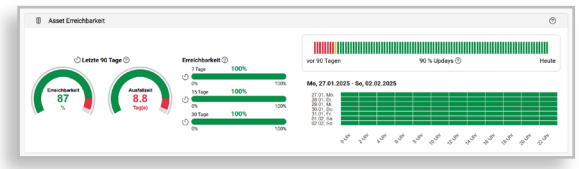
- **Faults and warnings**
  In aduno, faults and warnings can be read immediately. Clicking on the fields takes you to the events that have been generated.



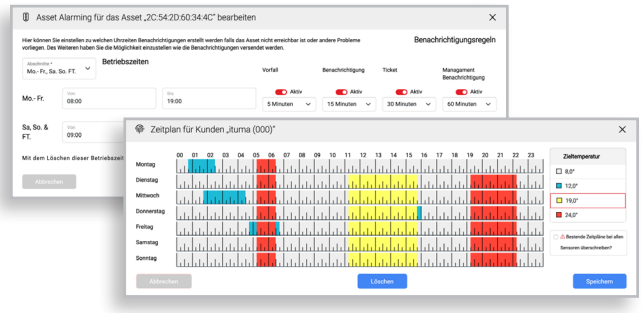
- **Error classes**
  Error classes can be flexibly defined for different asset types.



- **Accessibility / Availability**
  Current and historical values for accessibility and availability are shown for all asset types.



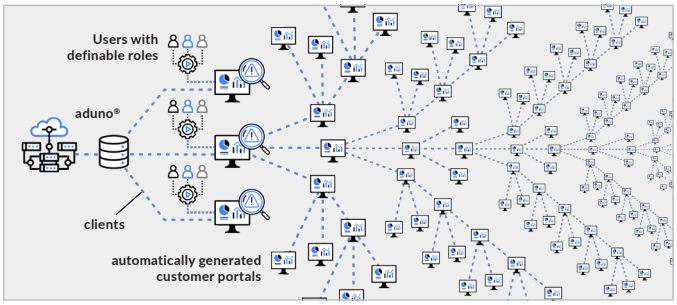
- **Asset and sensor alarms**
  Threshold values for assets and sensors can be set in the portal. If these values are exceeded or not reached, alarms are triggered and sent to definable recipient groups.



- **Continuous monitoring**
  e.g. via network traffic or data throughput of individual ports on switches

- **Monthly reports**
  Configurable monthly reports are generated automatically and made available for download as PDF files in the portal.

Extremely scalable and multi-tenant capable



The aduno® system features administration, customer and user levels and automatic dashboard generation. It is multi-client capable, and the associated dashboards are configured based on customer and product properties that can be defined in the portal. This gives each level a customised dashboard that can be used to generate additional role-based dashboards for different teams, departments or locations.

At the same time, the system impresses with its extremely high scalability: it was designed from the ground up to easily keep pace with a steadily increasing number of devices, clients and customer instances. In practice, applications with over 10,000 customer portals have been implemented. It is the ideal solution for use in dynamic, rapidly growing IT environments.

Detailed user guides are provided for the management and customer portals.

The features presented here are only a selection of the extensive functions offered by the aduno® solution.

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