

Monitoring and observability

Nash
Tech.

Reduce incident resolution times, detect issues proactively and deploy faster with our pre-built monitoring and observability solution

Collect, correlate and visualise the three pillars of observability data – metrics, traces and logs – using our unified monitoring and observability solution.

Our observability accelerator is a comprehensive, pre-built solution framework that enables you to rapidly implement enterprise-grade observability across your IT infrastructure. It combines proven architectural patterns, reusable components, automated instrumentation and best-practice dashboards that have been refined through multiple client implementations across different industries.

We offer a proven four-stage maturity model (L1-L4) taking you from basic monitoring to intelligent AIOps. Together with our accelerators, this model has been successfully deployed across a wide range of organisations and industries. Our solution supports multiple deployment options including on-premises, Kubernetes, AWS and Azure. It also integrates with both open-source and commercial monitoring tools.

Solve your performance challenges



Unclear system behaviour in distributed architectures

Modern microservices create complex interaction patterns. When issues arise, teams struggle to understand which service caused the problem.



Lack of proactive problem detection

Traditional monitoring only alerts when problems occur. Without predictive capabilities, teams constantly fight fires instead of preventing them.



Technical debt from legacy monitoring systems

Organisations often have many monitoring tools, which creates silos. Copy-paste monitoring results in technical debt that limits business agility and makes acquisitions difficult to integrate.



Compliance issues

In highly regulated sectors like financial services and healthcare, a lack of system visibility presents a compliance risk.



Outages and complaints

Downtime, with prolonged resolution times, leads to missed sales opportunities and operational disruption – as well as longer-term reputational damage.

Case study:

Proactive alert system for leading Australian gaming entertainment group

Industry: Entertainment

In the fast-paced world of gaming, no company can afford for downtime to impact customer experience. We implemented a comprehensive monitoring and alerting system using the ELK stack for Australia's largest provider of lotteries, Keno and wagering services. The solution automatically detects and escalates exceptions, integrates with ServiceNow for automated incident logging and pushes alerts to Slack channels.

- **Reduced response time** to detected events
- **Significantly decreased** system downtime

Achieve operational excellence



Reduced downtime and resolution time

Our SRE (Site Reliability Engineering) practices ensure at least 50% of time goes to engineering activities rather than repetitive tasks. Faster resolution means a better user experience and fewer complaints.



Address your skills gap

Implementing observability requires expertise in multiple technologies. Partnering with NashTech means your teams can get up to speed quickly and transition to an AIOps culture.



Business growth and M&A integration

Standardised observability reduces integration risks during M&A activities. New acquisitions are onboarded quickly. You can also replace copy-paste monitoring with reusable, configurable platforms.



Accelerate digital transformation and reduce risk

Pre-built accelerators and templates mean organisations achieve full observability in just three weeks. We offer multi-cloud flexibility, with a single observability strategy and an OpenTelemetry-based approach.



Proactively prevent problems

Move from asking why your system is down (L1) to how you can predict and prevent it (L3) and understanding the business impact (L4). AIOps capabilities automatically detect anomalies and implement fixes.

Modernise your monitoring processes

Advanced monitoring can drive up performance. Our proven methodology helps you get there with minimum risk. We have applied this methodology in organisations across different industry sectors, helping our clients to build and future-proof their capabilities.

- **Time saving**
We offer pre-built integrations for 15+ monitoring tools (open-source and commercial).
- **Industry-specific**
Templates built on our successful implementations (gaming, healthcare, insurance, cloud infrastructure).
- **No vendor lock-in**
Vendor-agnostic approach using OpenTelemetry standards.
- **Reduce unnecessary work**
Integrated SRE practices eliminate unnecessary work and automate responses.
- **Clear maturity model**
Progression path from basic monitoring to AI-driven predictive analytics.

Your trusted partner for monitoring and observability

With expertise in software engineering, quality assurance, API integration, artificial intelligence (AI), cloud architecture, data management and analytics, our experts can support your end-to-end monitoring and observability requirements.

- **Assure system uptime and high performance** through monitoring, tuning and regular updates, resolving issues proactively before they impact users and optimising applications and cloud infrastructure to support increased loads.
- **Achieve sustained value and operational excellence.** We provide specialists in application and cloud assessments to systematically evaluate and optimise your environment.
- **Reduce your maintenance and support costs over time.** We have access to exclusive and specialised resources that will help you reduce IT budget spent on maintenance and support.
- **Commercially and operationally flexible approach** that gives you access to the right skills, experience and capabilities.

Contact us

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