Unified Visibility Delivered

From fragmented systems to full transparency in the cloud and on-prem.

ADAPTERA successfully implemented a scalable “control tower” on Azure, allowing OTE to effectively track performance, trigger alerts, and meet SLAs—all through a forward-thinking microservices-based solution.

In a nutshell → **Customer:** OTE • **Vendors & Tech:** Grafana, PostgreSQL, AKS, LOKI

Situation



OTE previously struggled with fragmented monitoring across cloud (IaaS & PaaS) and on-premises infrastructure. The lack of a unified, interactive dashboard limited operational oversight, delayed issue detection, and complicated SLA tracking.

Impact



This fragmentation risked SLA breaches, operational inefficiencies, and prolonged incident response times. Visibility gaps made capacity planning and application performance tuning difficult, potentially increasing costs and degrading service quality.

Resolution Delivered



Adaptera successfully implemented a “Control Tower” with full deployment across user acceptance testing, QA, and production environments.

Highlights:

- Real-time performance dashboards via Grafana.
- Integrated alerts sent via email, webhooks, and to external systems.
- SLA, capacity, and performance reports generated automatically.
- Seamless integration with OpenText OBM and OTE’s IVR systems.
- Legacy Python code migrated to Golang for enhanced performance.
- Key components delivered: AKS, Grafana, PostgreSQL w/ TimescaleDB, NGINX, Redis, LOKI, and Python Flask.

Outcome



The project significantly improved operational monitoring, streamlined issue management, and empowered proactive decision-making. OTE now benefits from full real-time visibility and control over its hybrid infrastructure, enabled by a robust, scalable Control Tower solution deployed on Microsoft Azure.

Please contact us at +30 217 777 0188 or info@adaptera.gr to learn more.