Automated Observability Delivered

Automated Monitoring and APM Solution for NN Hellas

ADAPTERA delivered NN Hellas' Azure Monitoring and APM solution—an observability framework for seven applications and their infrastructure. It featured automation, integrations, and transparency across Azure, ServiceNow, and Splunk.

In a nutshell → Customer: NN Hellas • **Vendors & Tech:** Azure Monitor & Application Insights / ServiceNow (ITSM automation) / Splunk (log analytics integration) / Akamai (CDN performance and dependency tracking)

Situation



Before the project, NN Hellas faced fragmented monitoring tools, inconsistent telemetry, and heavily manual processes. Critical alerts were often delayed or missed because of scattered systems.

Impact



The lack of automated diagnostics led to **slow incident triage**, with teams spending significant time manually analyzing logs and assembling performance reports.

These issues heightened the risk of SLA violations, extended outages, and challenges in identifying root causes across interconnected systems.

Without unified visibility, NN teams were **forced into reactive firefighting** rather than proactive maintenance, which hindered service reliability and operational efficiency.

Resolution Delivered



ADAPTERA provided a scalable, automation-focused Azure observability framework that continuously gathers telemetry, correlates events, creates ServiceNow incidents, forwards enriched logs to Splunk, and automatically updates dashboards and reports. This integrated system enables NN Hellas to monitor performance effectively, identify issues earlier, and uphold SLAs with greater precision.

Outcome



NN Hellas now has a powerful Azure-based monitoring platform with widespread automation, unified visibility, and smart incident response. The new solution enhances operational governance, shortens resolution times, and allows teams to focus on optimization rather than routine monitoring.

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