

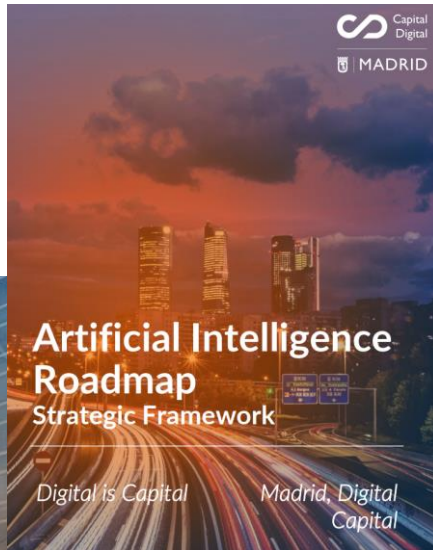


Capital
Digital

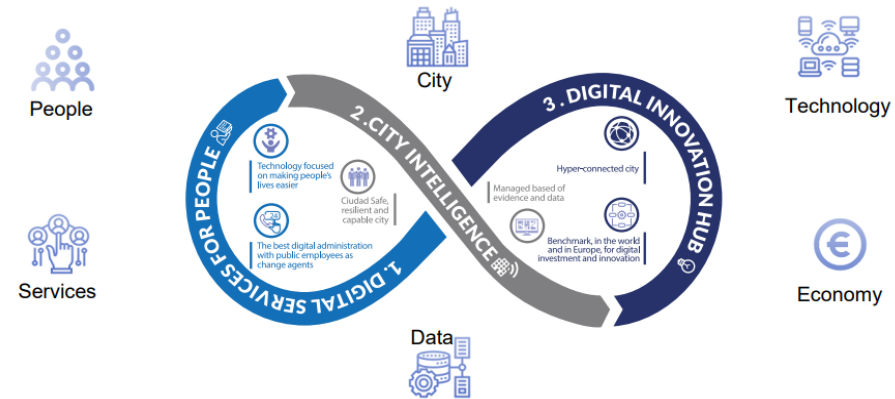


Unified Observability

Real Time IT Services Monitoring and Remediation



MADRID, DIGITAL CAPITAL – CITY INTELLIGENCE



Strategic objective 2: City Intelligence

In order to **boost** this strategic objective, the City of Madrid has various **enabling and driving projects for transformation**, structured in the two strategic axes:

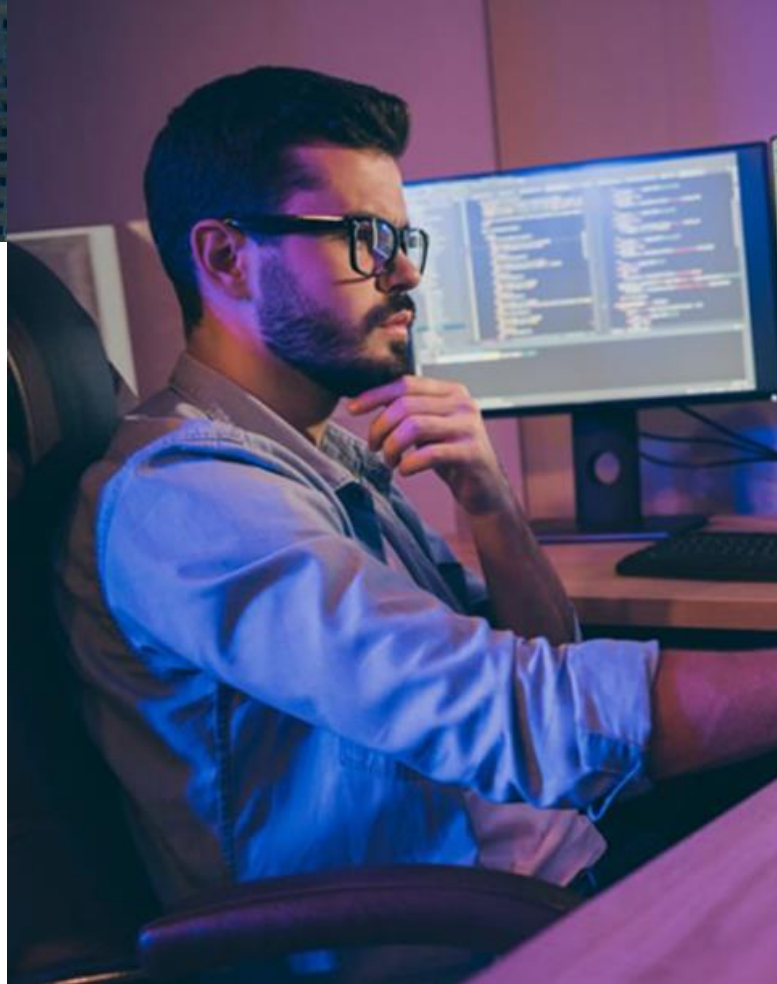
Strategic axis 3:



Safe, resilient and capable city



Program 8. PLANNING AND MANAGEMENT BASED ON EVIDENCE



AYTO DE MADRID: CHALLENGES

IT as a Public Service Backbone

Essential systems must remain reliable to serve citizens without interruption.



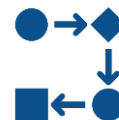
Gaps in traditional monitoring

Legacy tools lack the visibility needed to guarantee availability and compliance.



Hybrid, multivendor complexity

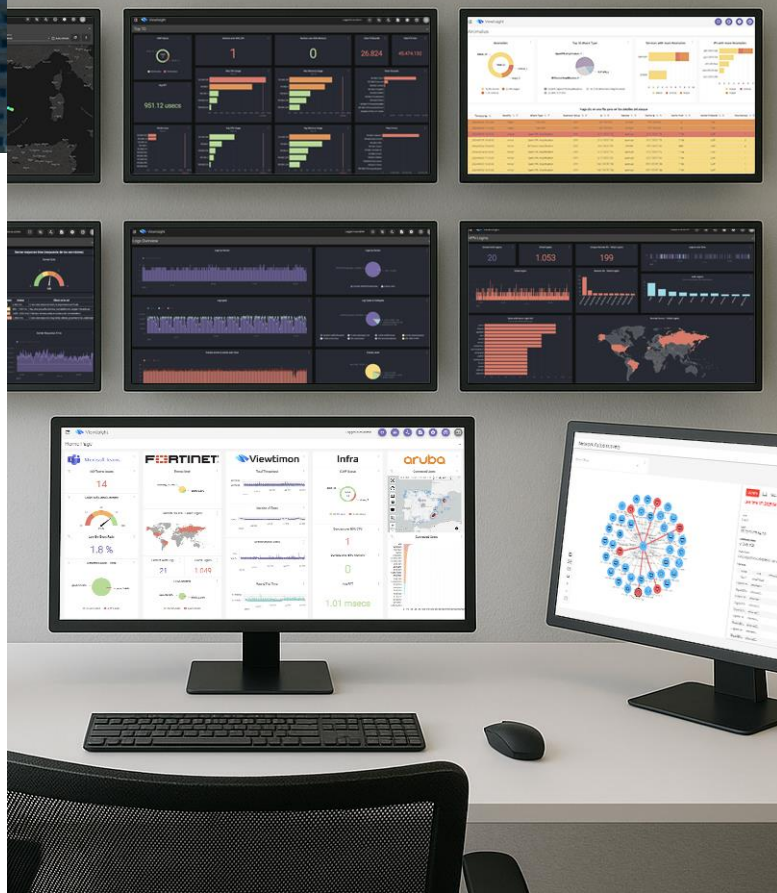
Government ecosystems span diverse technologies, making unified oversight difficult.



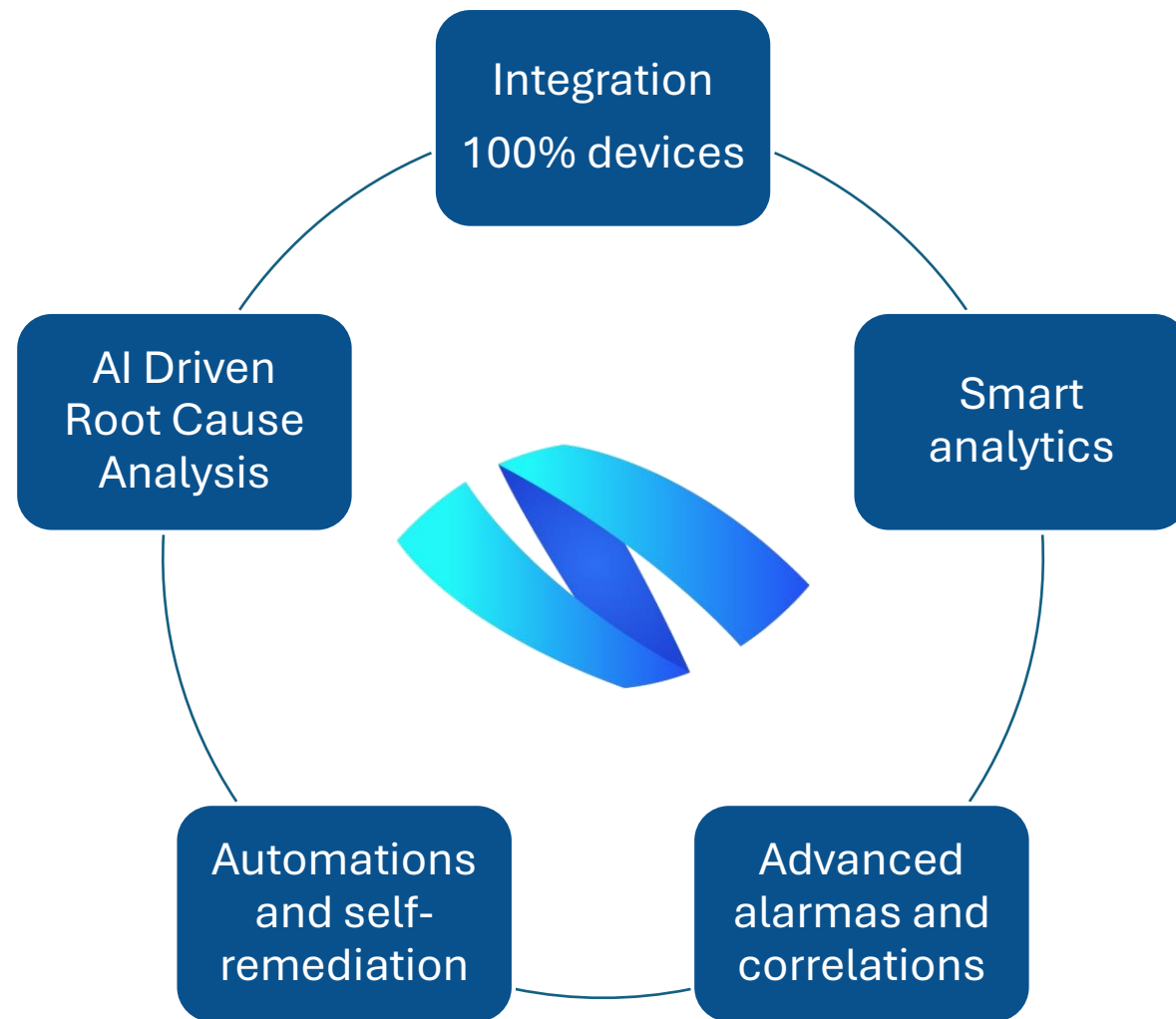
Limited Budgets and Skilled Resources

Teams face growing demands while working with constrained staff and funding.





THE SOLUTION: UNIFIED OBSERVABILITY





Reduced MTTR around 50%

- Single pane View.
- Advanced alarms.
- Unified Observability.
- Easy to use.



Improve efficiency: less solutions and less licences

- One product to monitor everything (SD-WAN, syslog, Netflow, ICMP, SNMP, API)
- Improve proactivity, gain automations



100% ROI

- Reduce outages
- Improved productivity
- Perpetual license: optimal for public administrations.



MADRID & SPAIN BLACKOUT

REAL-TIME View from the crisis committee

Geolocated real-time view of the status of the blackout

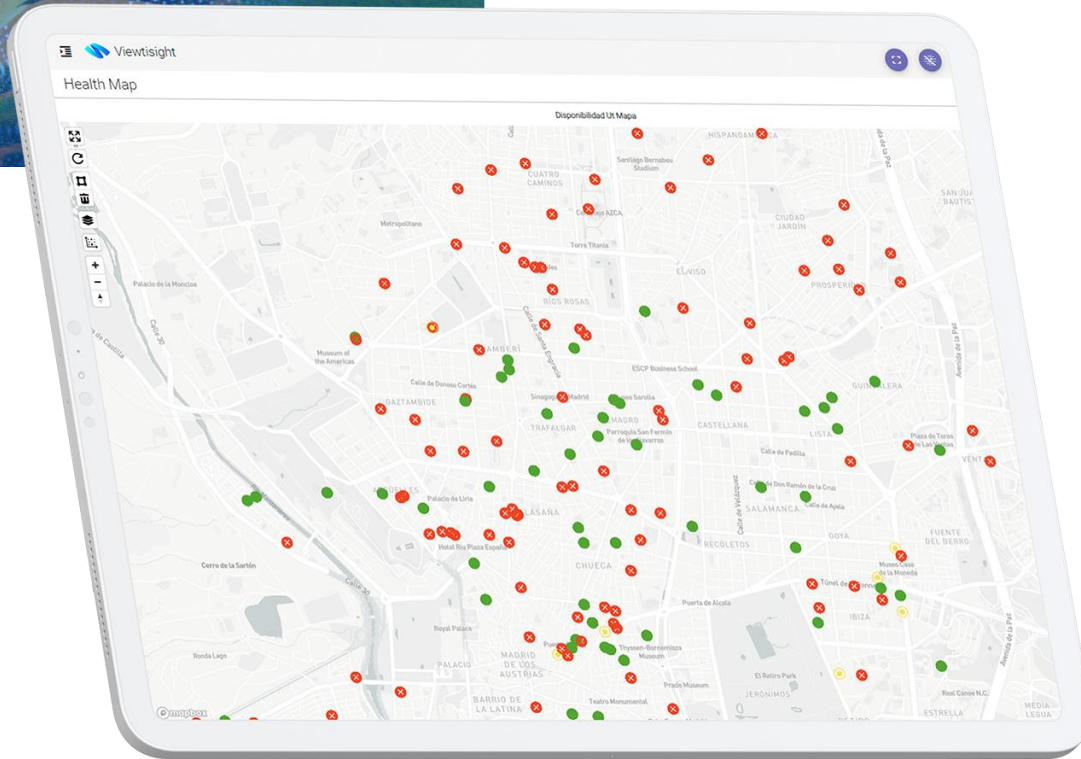
Smart understanding of the different sites based on dependencies.

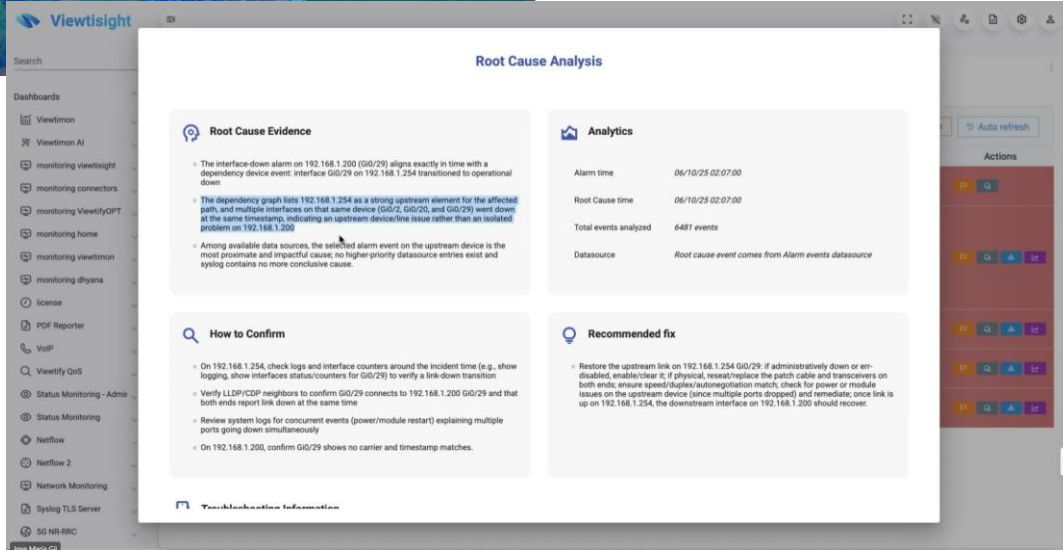
Reports and analytics

What went down? When?

When it went up?

Did the SAls work?





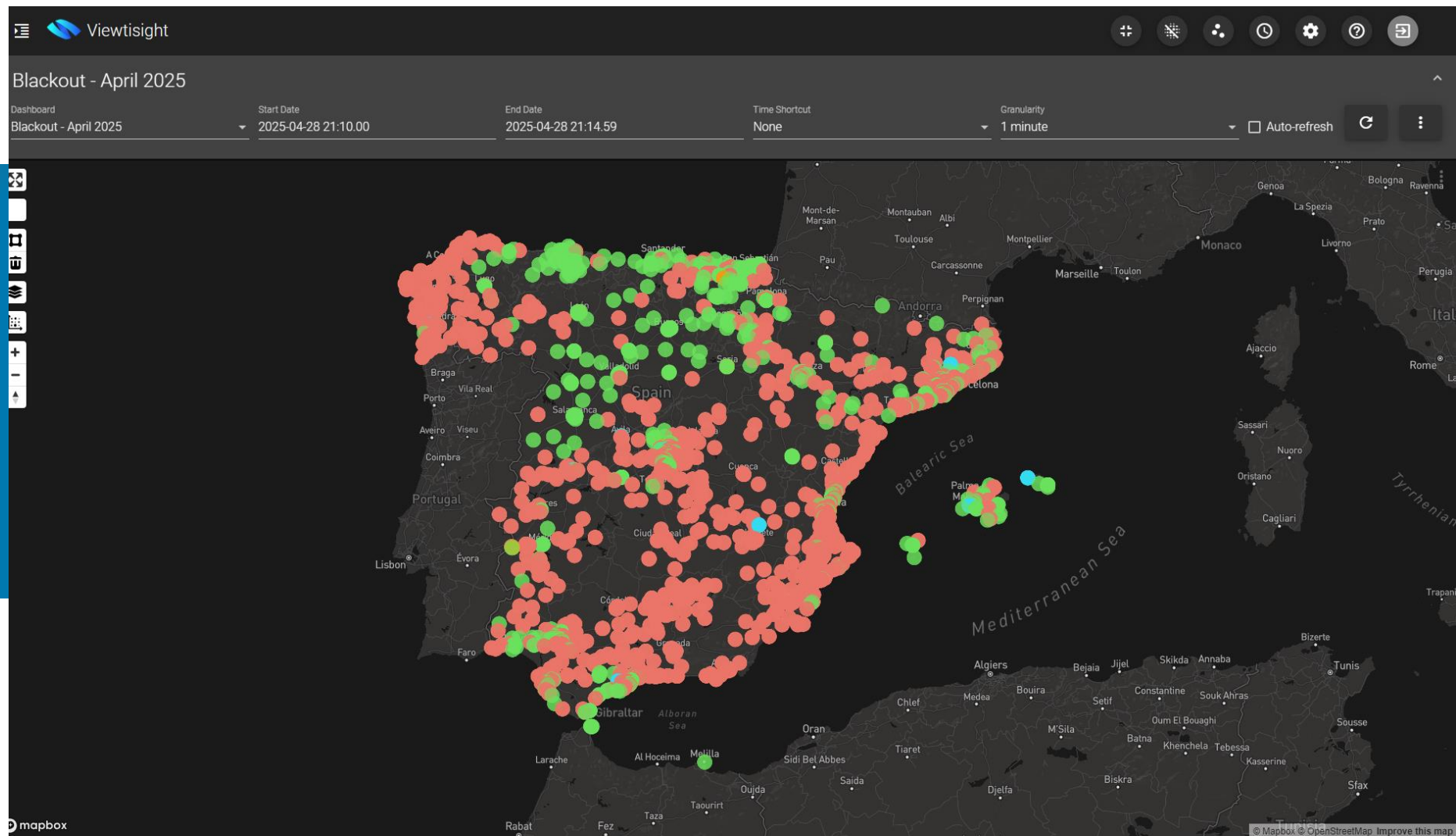
AI POWERED ROOT CAUSE ANALYSIS

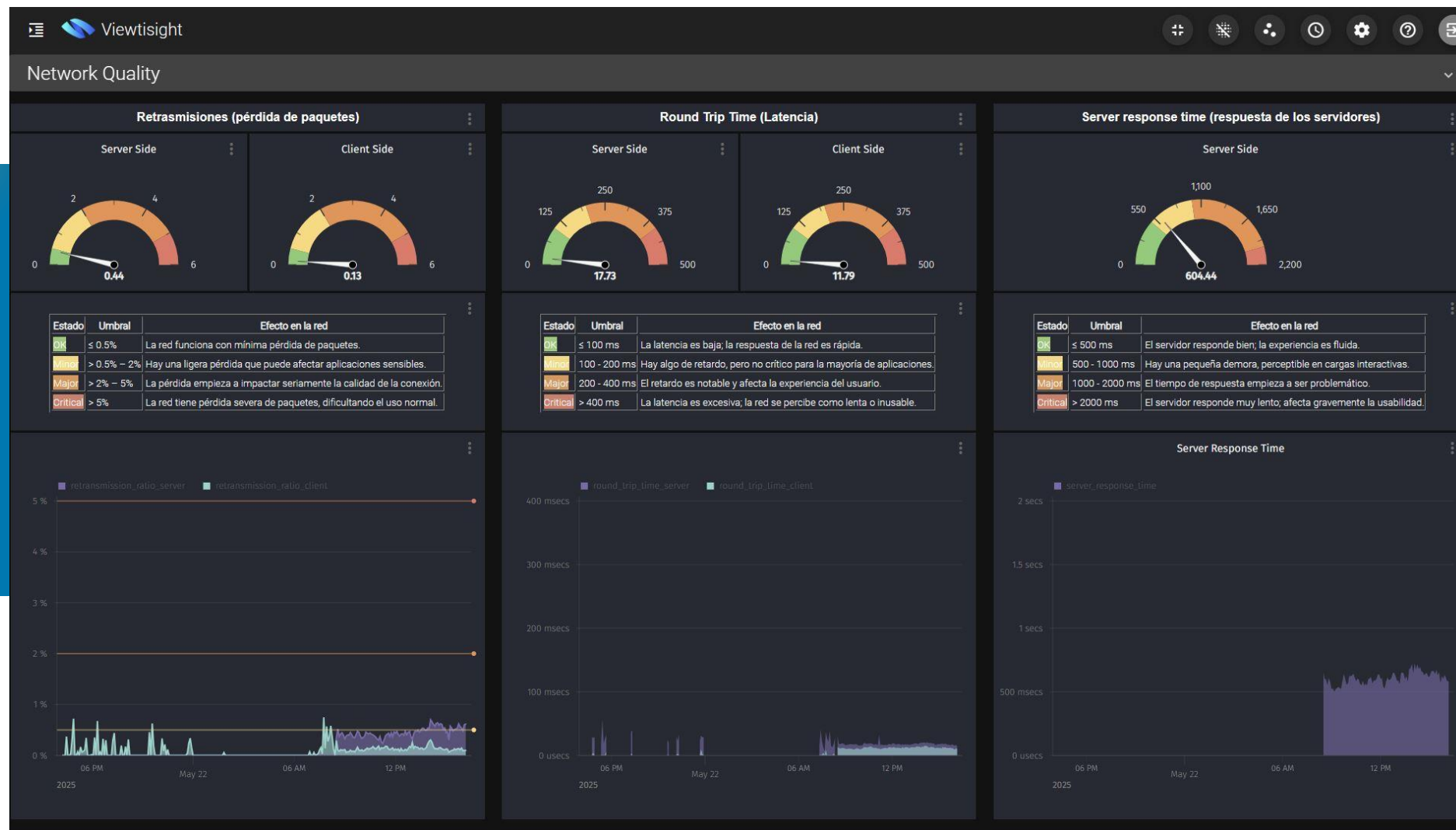
Smart Correlation among all the different data sets

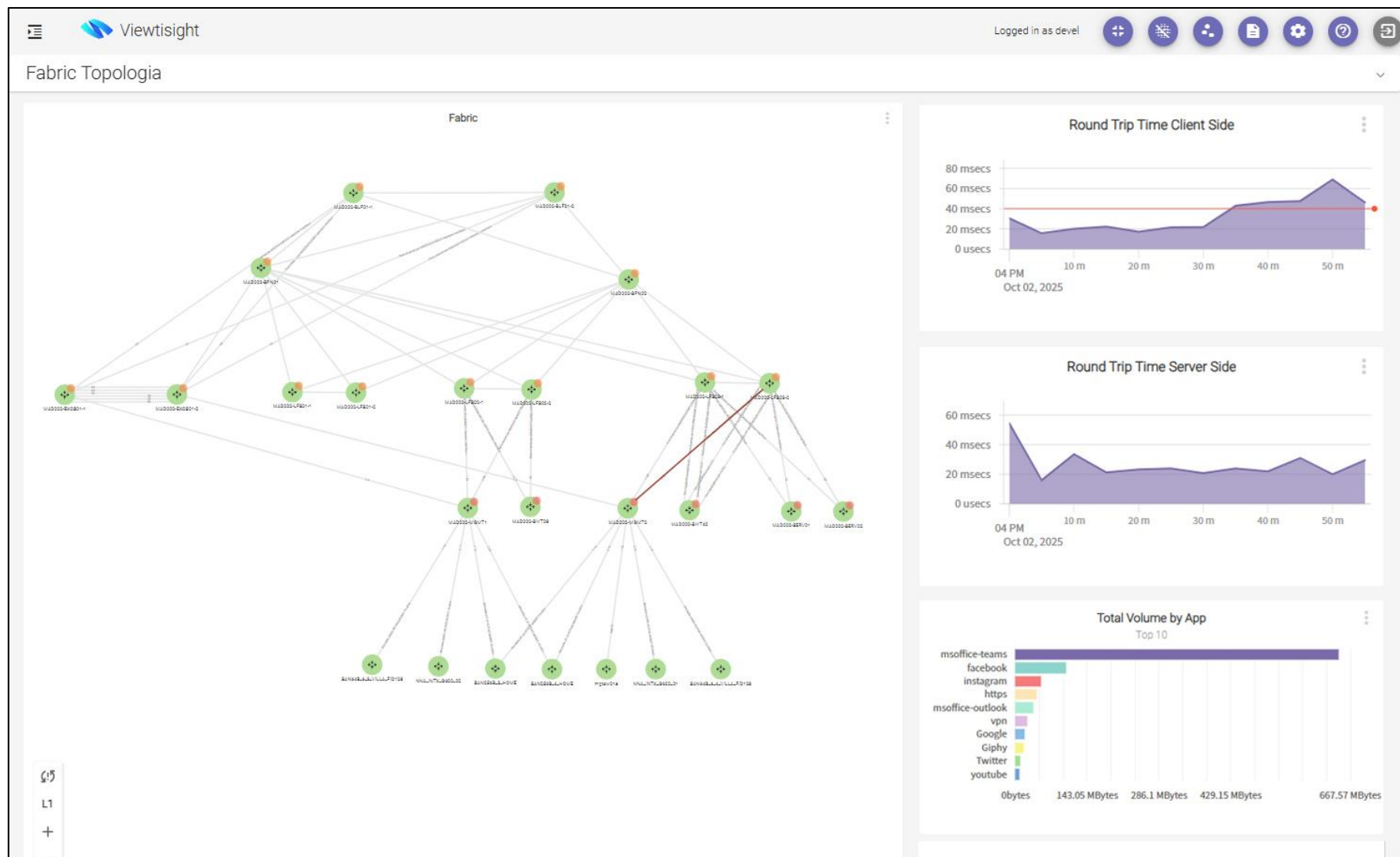
Viewtinet's unique root cause analysis algorithms understands the different data sets and correlates these sources to obtain the origin of the alarm.

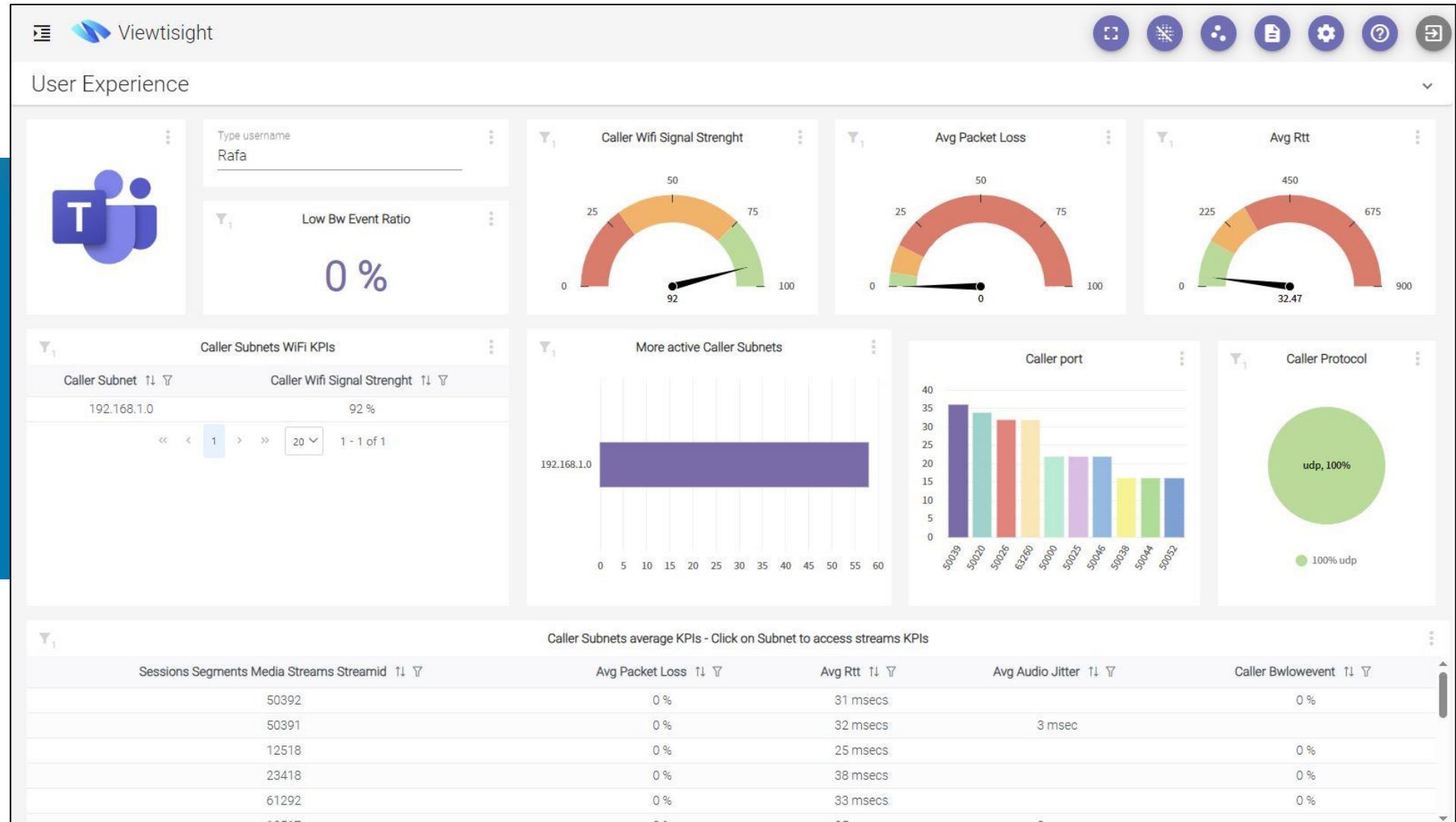
Human explanation and recommended fix

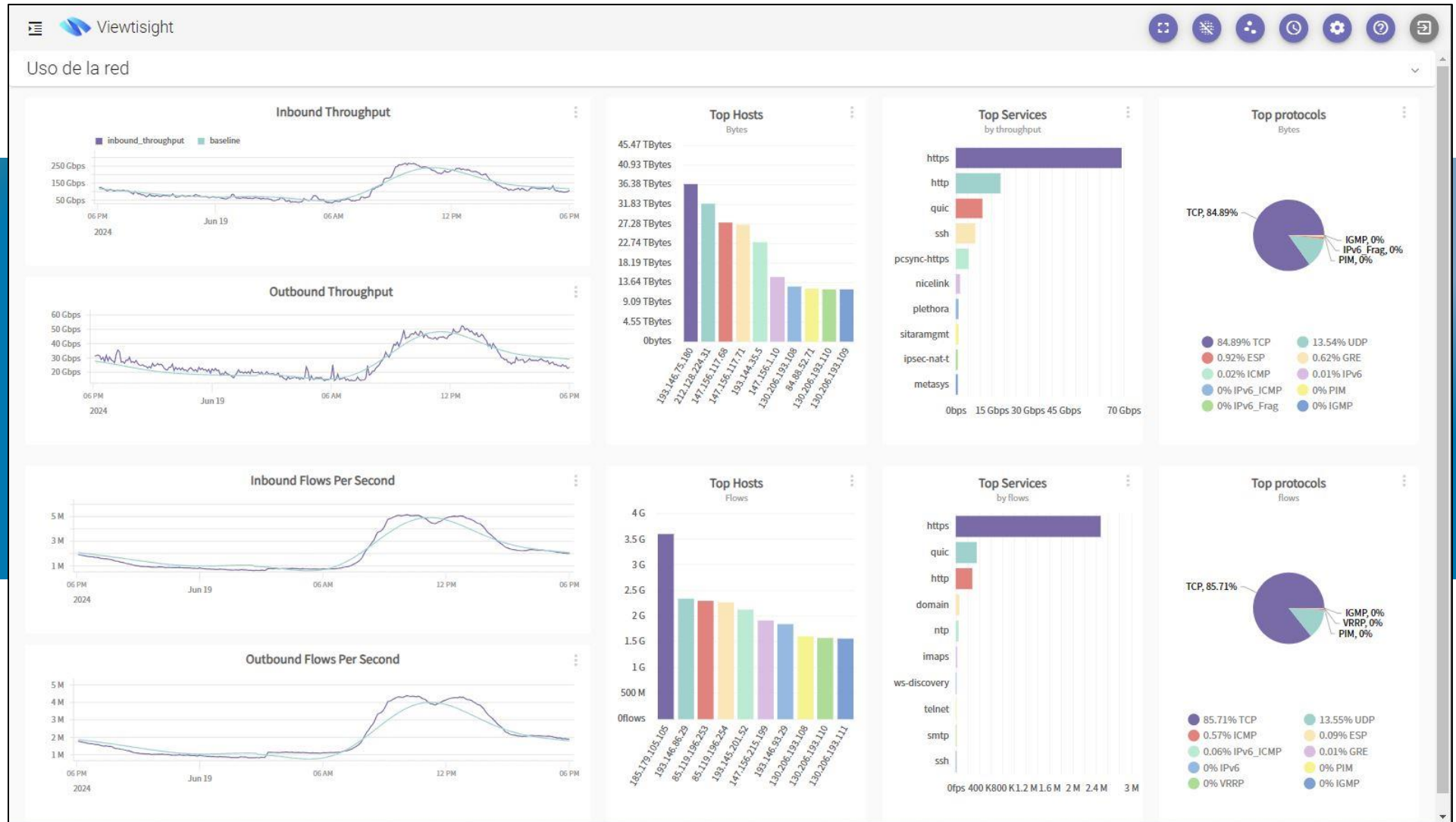
See the evidence, review the analytics, understand how to confirm, and see the recommended fix. From a visual interface with human explanation.

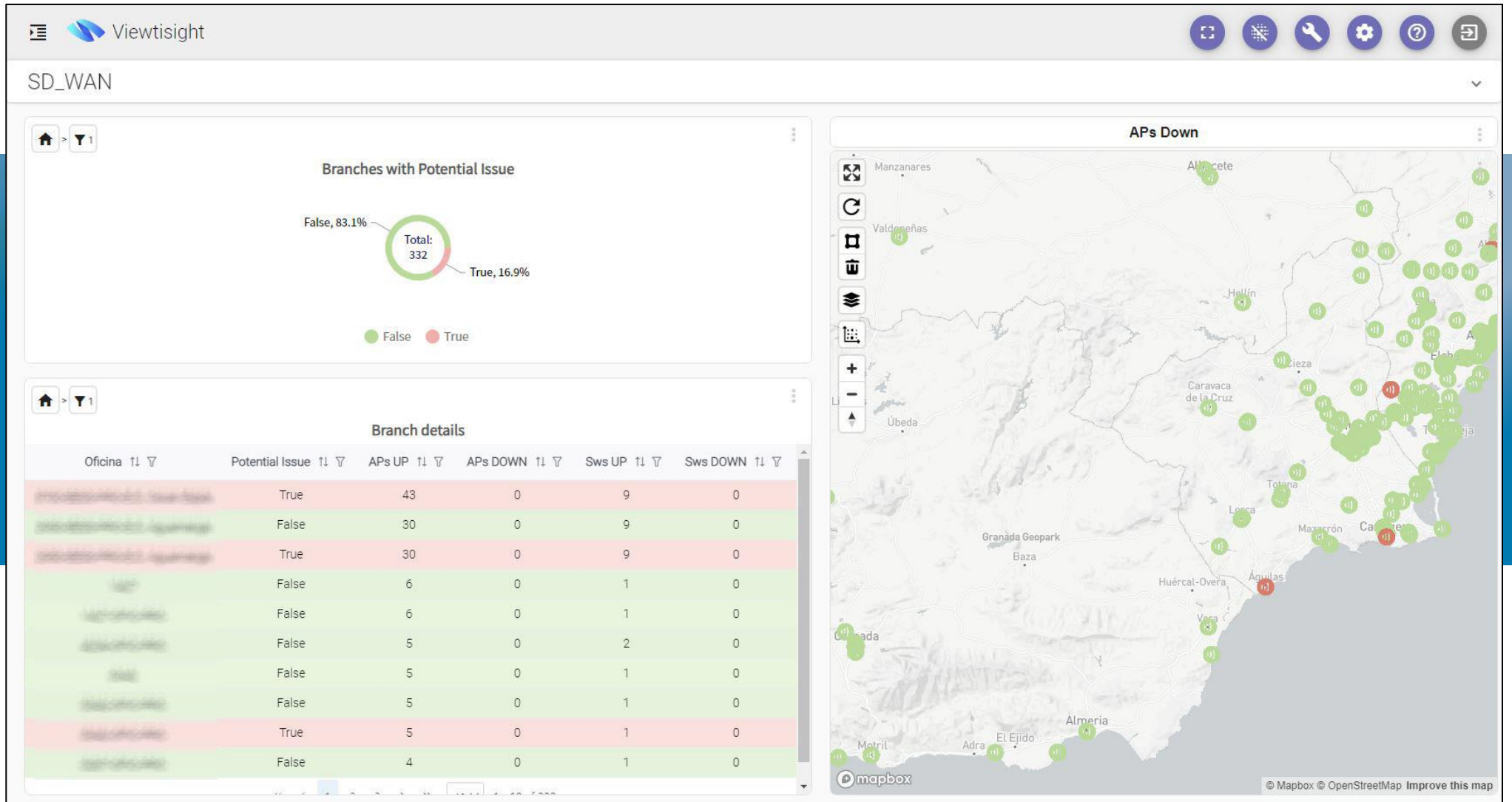


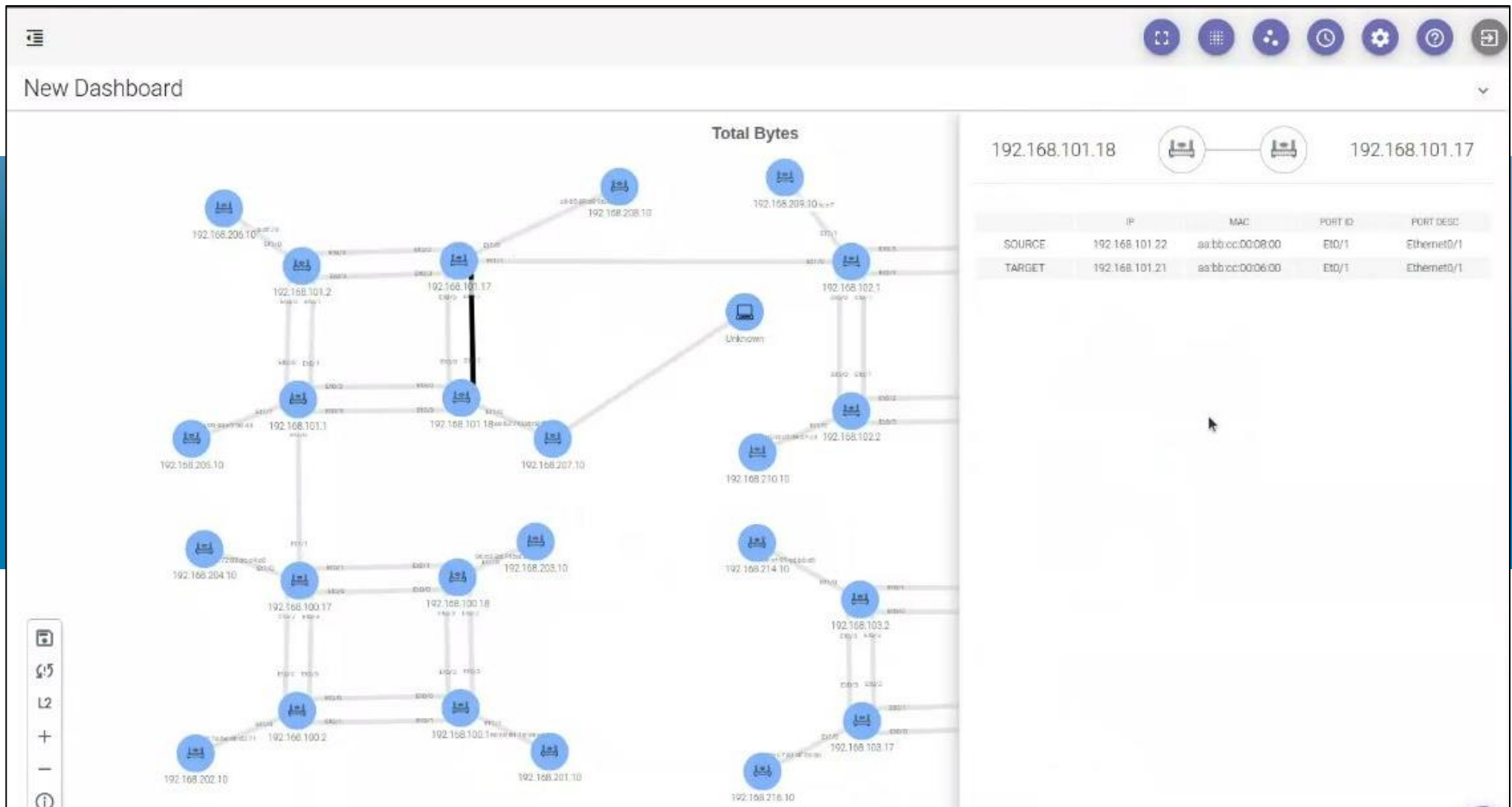


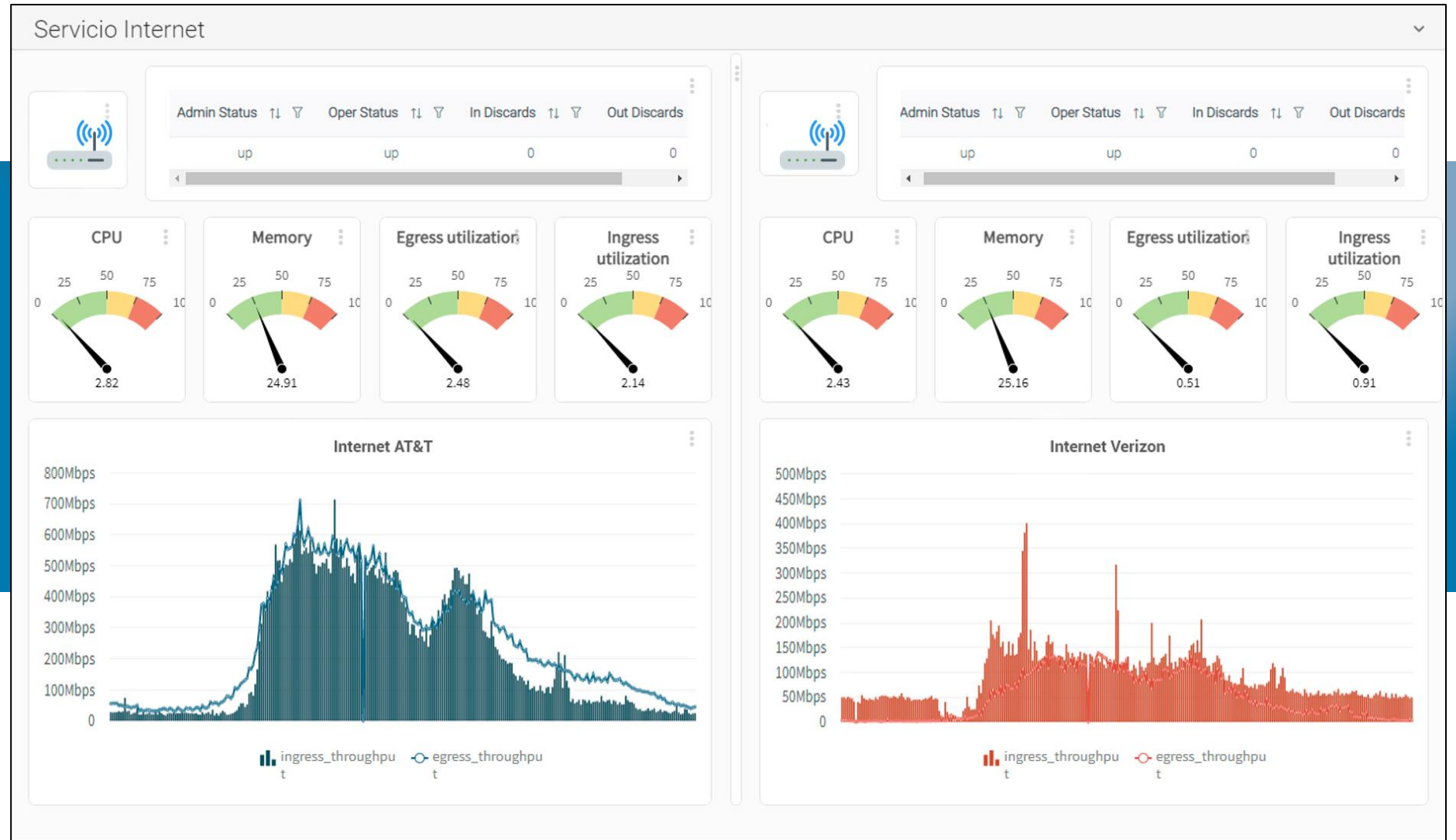






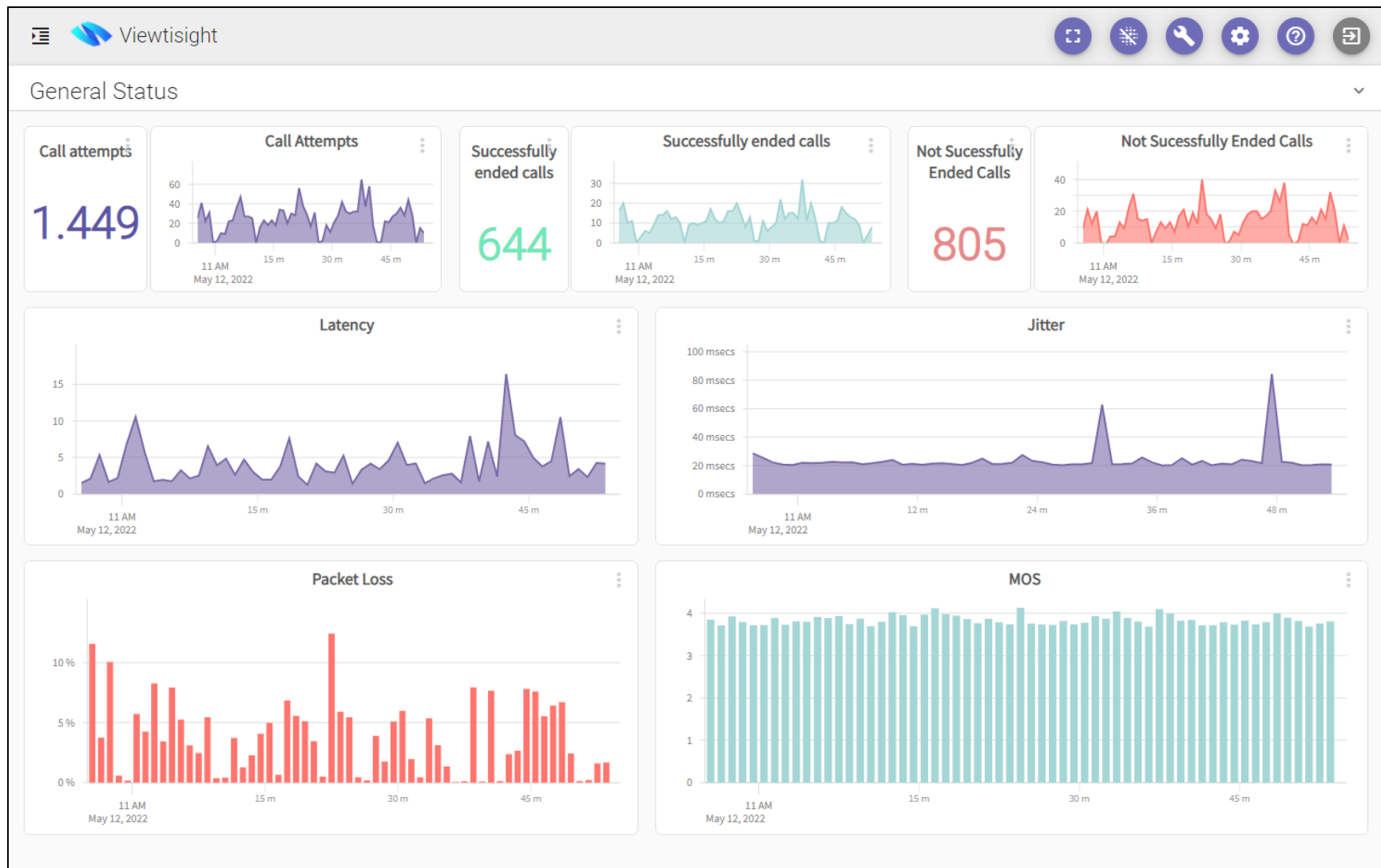


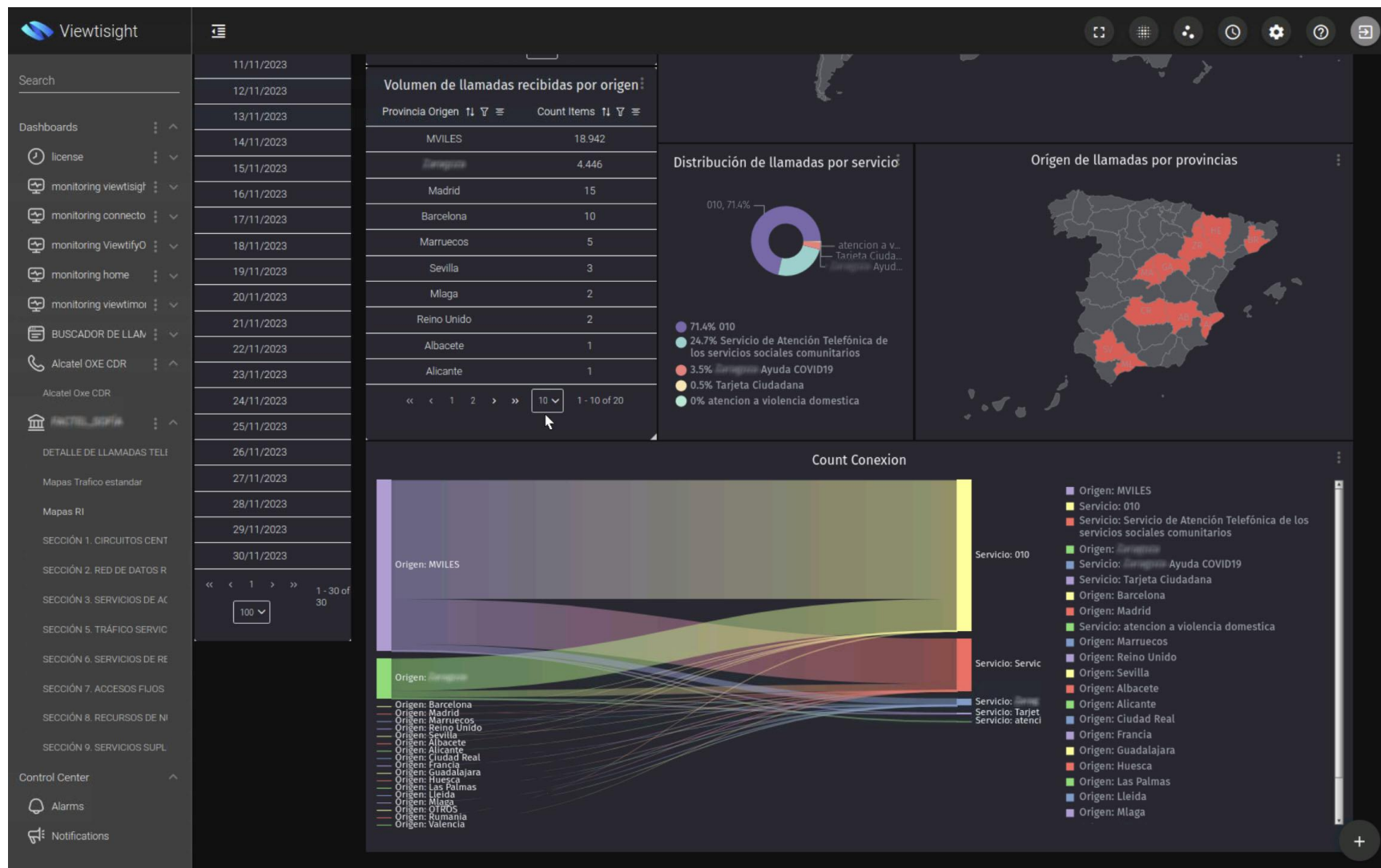


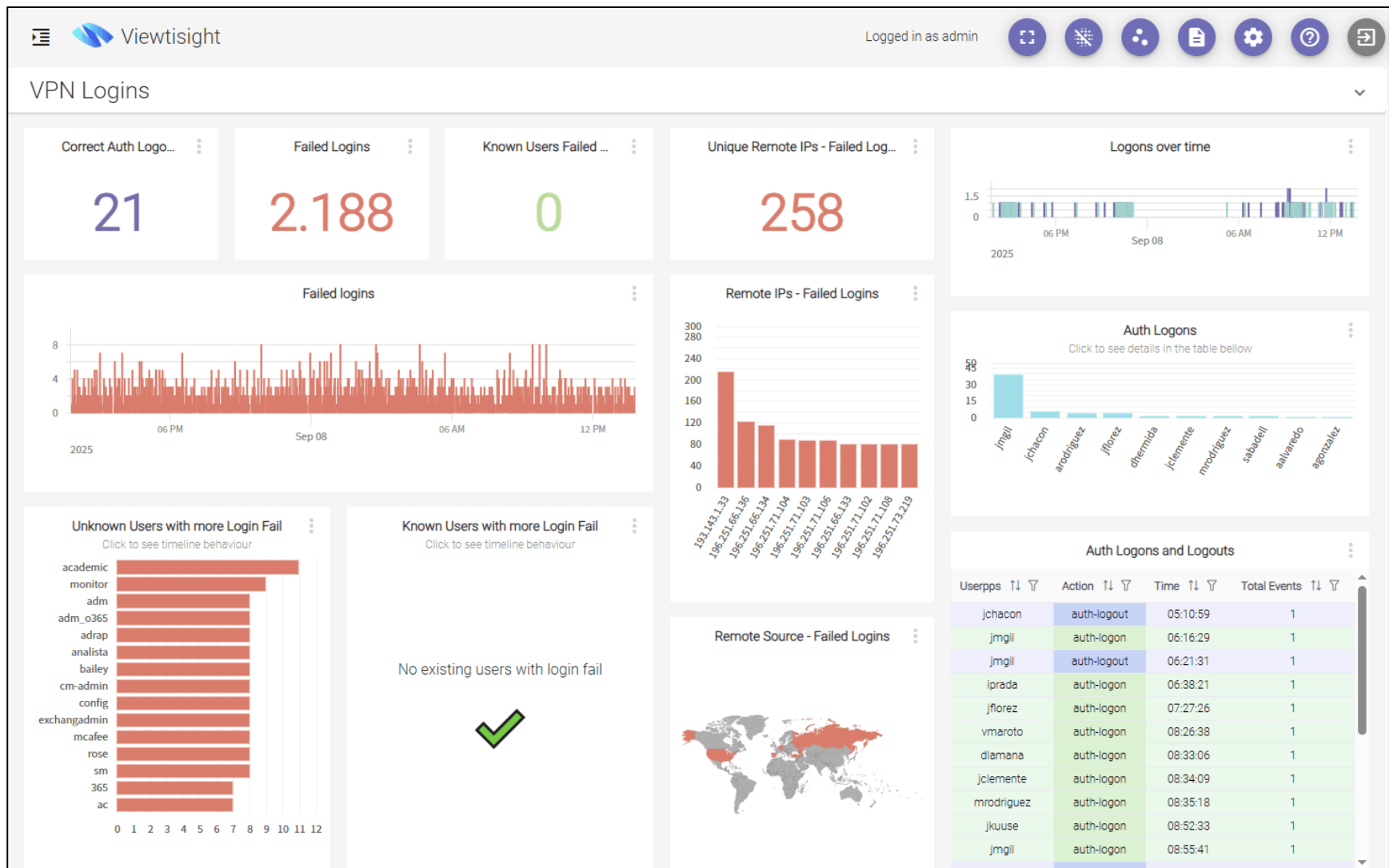


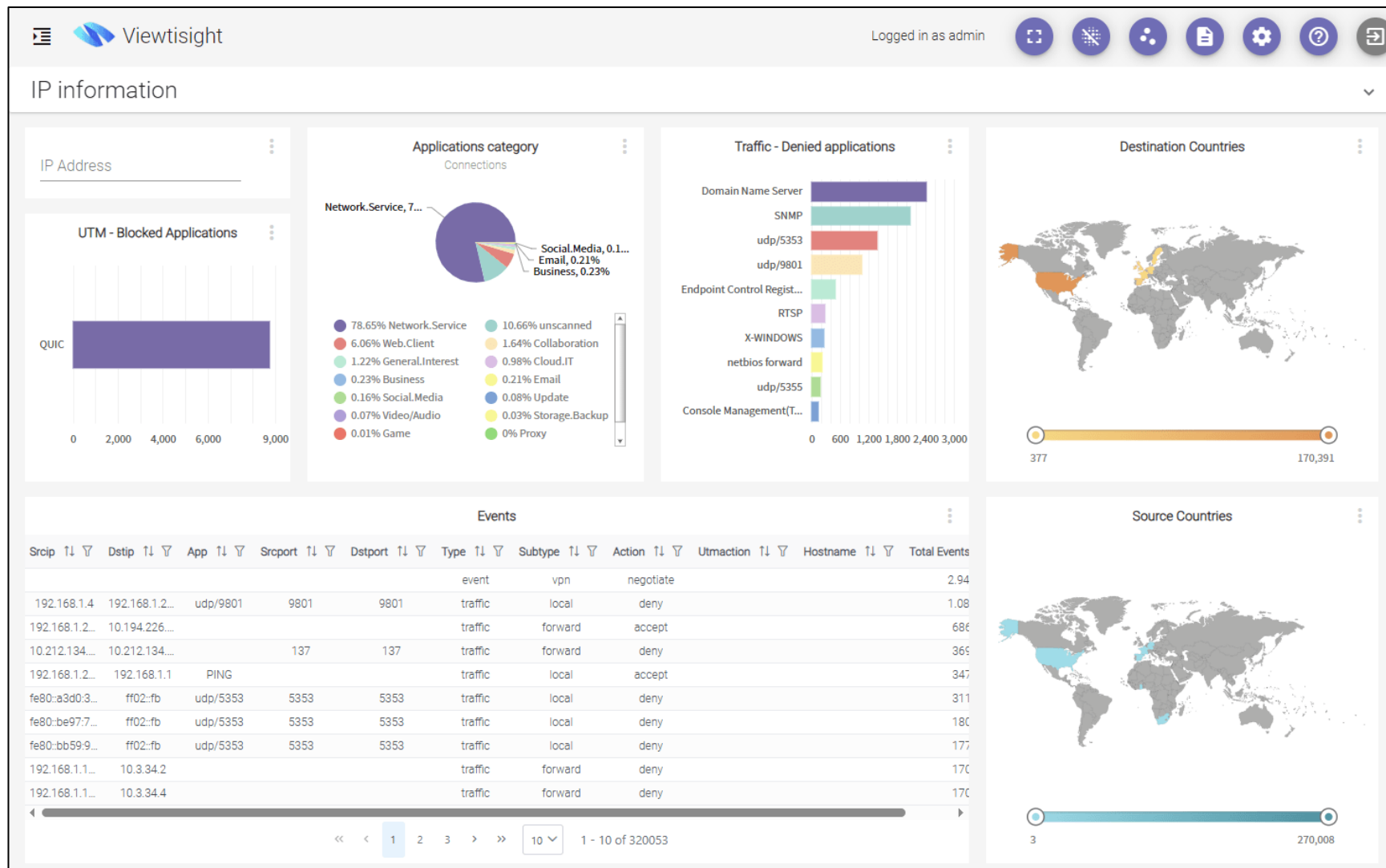
SIP Trunk Summary

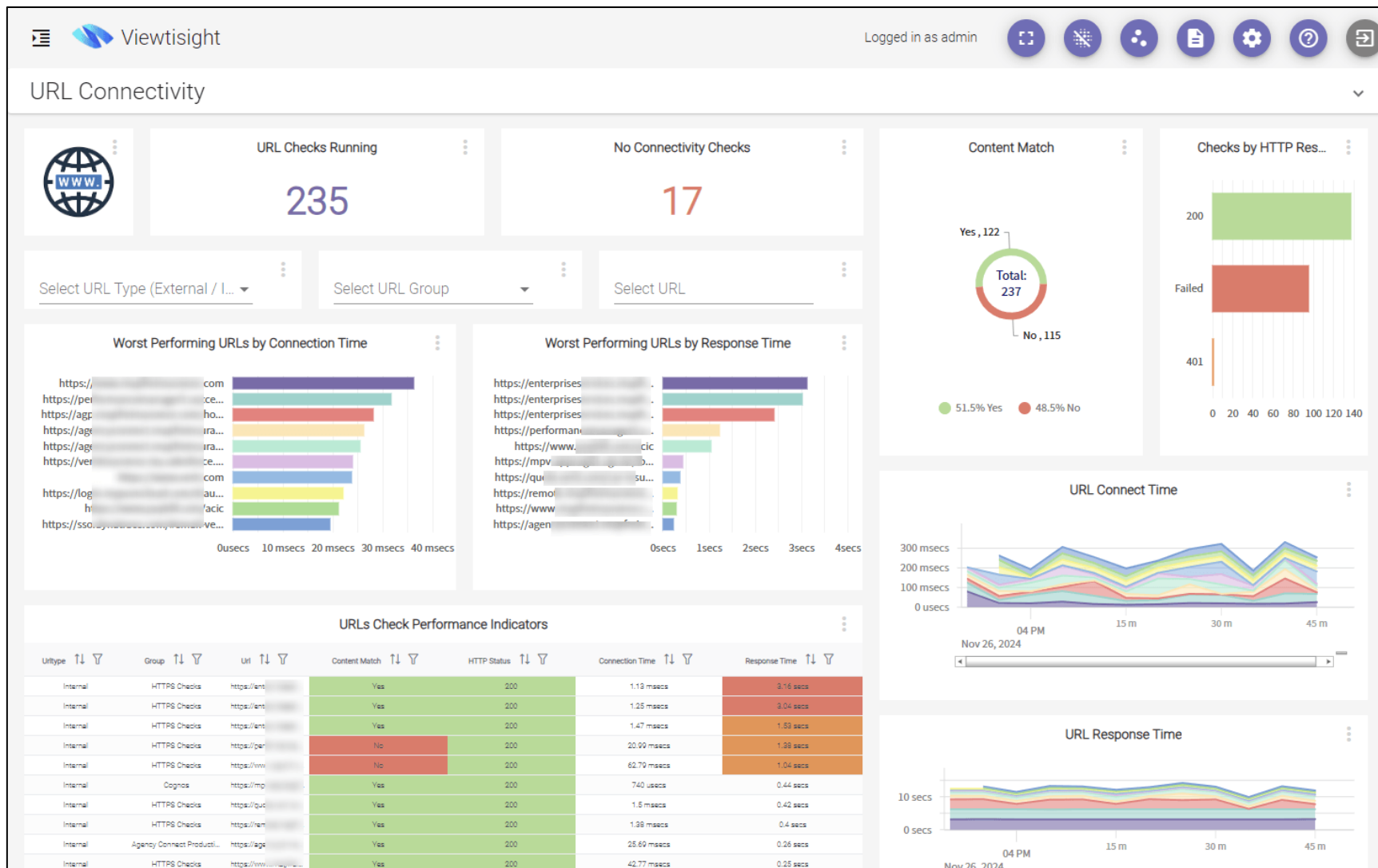


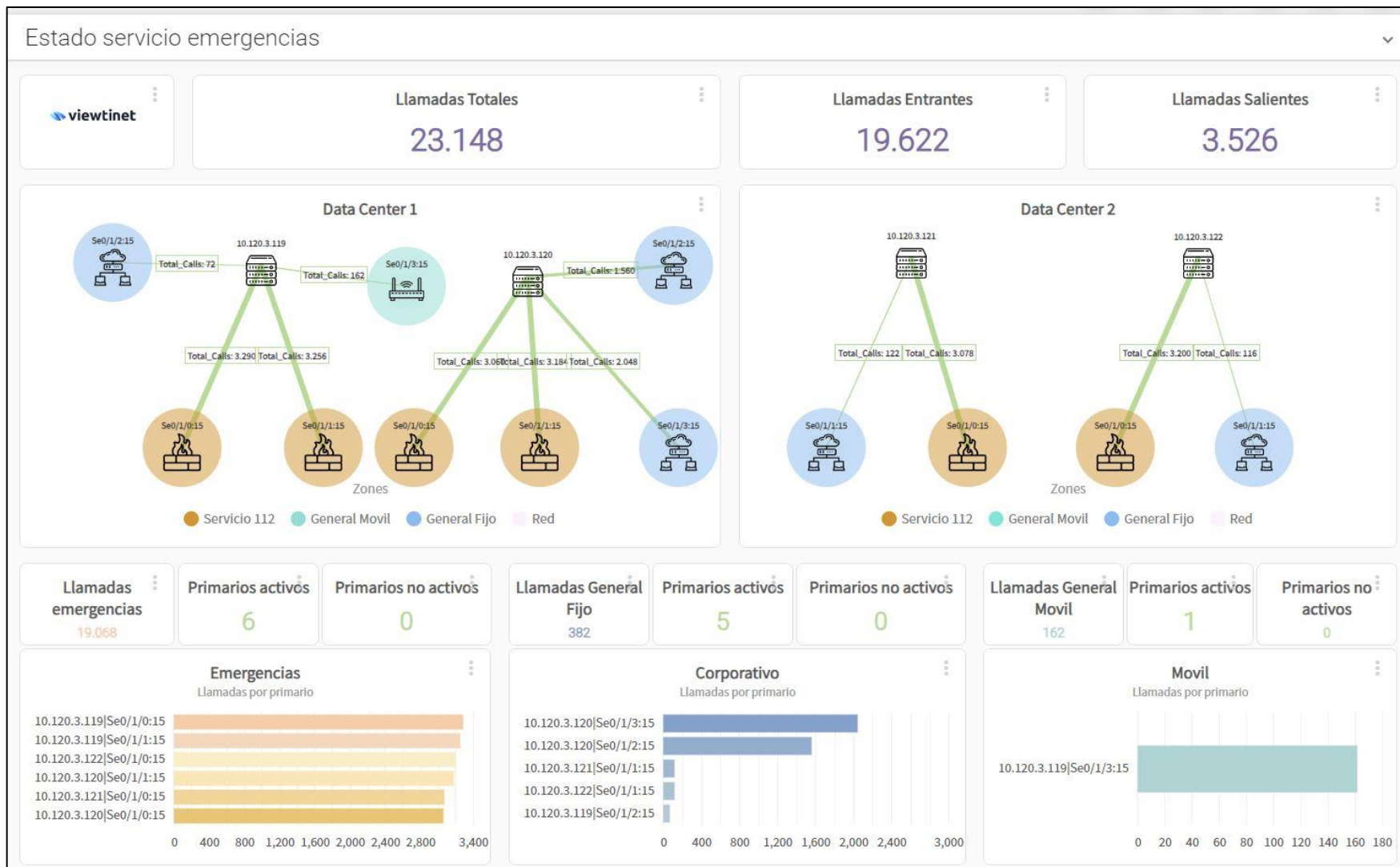












Thanks

