

OnStak - Cisco AppDynamics Adoption Service

Core Competencies



Certifications



OnStak offers a Full One Year AppDynamics Adoption Services Program to assist customers to gain more Knowledge and extract true value from their observability Initiatives as APM functionality isn't their claim to fame. With our customer mentoring approach and technical excellence, we provide tailored engineering on-demand support for Cisco AppDynamics.

This service can be utilized for creating customized dashboards, ad-hoc monitoring, periodic health checks, custom alert configurations, fine-tuning anomaly detection, and optimizing business transactions to align with your unique needs and operations teams.

What Do You Get?

- Application, Database, Server Onboarding
- Dashboard & Reports Configuration
- Proactive Monitoring of applications
- Fine tuning Health rules to avoid false alerts
- Proactive Health checks and performance review
- Patch Management and upgrades
- Rapid Issue troubleshooting
- Fine tuning Business Transactions and Exceptions
- Alerting and Notification
- Providing RCA for P1 issues
- Custom metrics configuration
- Configuring MIDC to achieve more insights in Business transactions
- Anomaly Detection Configuration & Maintenance
- Synthetic Monitoring Configuration & Maintenance
- Log Management Integration & Maintenance
- API and Webhook Integration & Maintenance
- Capacity Planning and Forecasting
- Third Party integrations if required
- Advance Alerts; sending alerts using http templates to other channels like SMS, Teams, etc

Engagement Model

OnStak will provide a team of AppDynamics specialists who will be available to support and advise customers as and when required.

A Technical Project Manager (TPM) will be assigned to coordinate all the activities between Customer and OnStak AppD team.

- Mode of communication: Email/Webex
- Engagement: Remote
- Bi-weekly cadence for progress updates
- Monthly & Quarterly progress review
- Monthly Progress Reports
- Knowledge Transfer and Training Sessions as and when required.

***Support services will be available for 12 months, or 200 hours, whichever lapses first**