Shield
Seamless Journey Platform®

Monitoring the health status in real-time.

The **Shield App** provides support teams with alerts and detailed information on the health status of the Vision-Box Touchpoints and applications. It includes establishing metrics, customised dashboards and alerts for specific conditions, including how these are triggered and communicated.

In conjunction with Vision-Box support and maintenance services, the Shield App enables efficient management and maintenance of the Vision-Box systems, **providing customers with several benefits:**

Proactive monitoring

When a metric is above critical threshold, the system may notify via email the relevant party to resolve the issue rather than waiting for the customer to log a ticket.

Real-time data information

Support teams can quickly respond to incidents by retrieving data live, facilitating a prompt response.

SLA compliance

The health data enables to monitor and ensure compliance with agreed health SLAs such as system availability and incident recovery time.

Increase productivity

A clear view of the platform status improves system predictability and enables data driven decision making, increasing the productivity of the support teams.

Early problems detection

When a specific system behaving outside the norm, an action to resolve the issue can be immediately performed to avoid the problem.

Data storage

The information being monitored is stored and can be used for future use and analysis.

Performance monitoring

Measure the performance of each instance that can be used to evaluate the load being made on the infrastructure for statistical and operational support.

Decrease escalations

The number of incidents being reported will decrease by having a clear understanding of the status of each touchpoint, service, or application.

The metrics are exposed by applications, services, and devices. Those metrics are then translated into a time series format, specific to treat data that varies with time, which will be stored into the Shield App.

The metrics are exposed to the end user through a set of Dashboards, which present different level of details according to the end user needs. A consolidated dashboard presents the overview of the entire solution, presenting the status of the main system components. Dedicated dashboards deliver more detail regarding each component of the solution whether they are web services, appliances, or touchpoints.

The system provides configurable alerts to ensure that the support teams and stakeholders receive critical health updates, enabling to define specific thresholds for the customer business needs.

These dashboards provides information of availability of the touchpoints, servers, switches, windows services, etc. **With this tool, a user can have available information on the different components of the solution.**

The **Shield App** provides a better understanding of the overall platform, gaps,
and blockers to improve not only time but also cost and quality of the services.
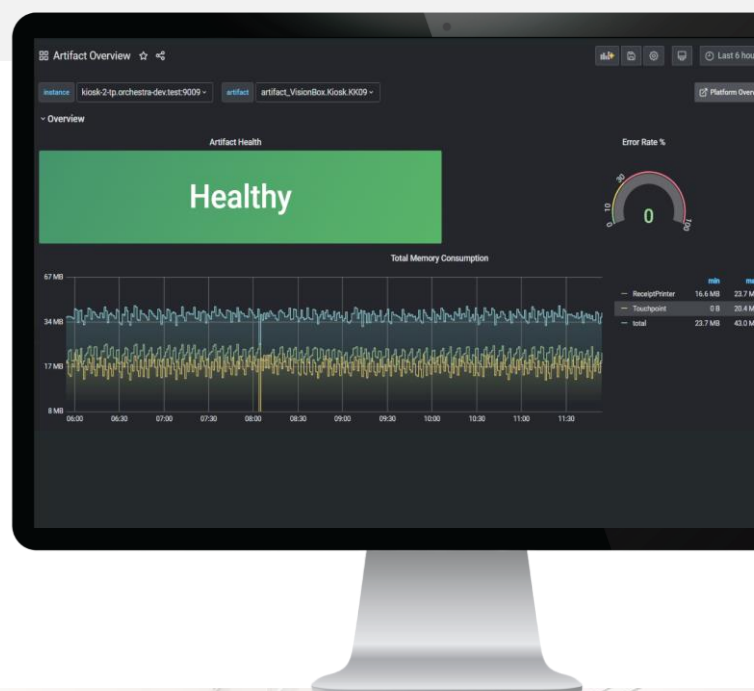
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