

Service Observability

Connect Technical Signals to Business Service Impact

Modern business services depend on complex execution systems spanning applications, Kubernetes, cloud infrastructure, storage, networking, databases, APIs, and AI infrastructure. When service degradation occurs, operations teams need to quickly understand what is affected, why it happened, and how to restore service before business operations are impacted.

Legacy monitoring tools collect metrics, logs, traces, and events, but they present fragmented views of the environment. Teams are left to manually correlate alerts, reconstruct service dependencies, determine business impact, and identify root cause across multiple tools. Azs environments become more distributed, investigations become longer, alert fatigue increases, and operational resilience suffers.

Virtana Service Observability, delivered through the Virtana Agentic Observability Platform, transforms operational data into system understanding. The platform continuously builds a Single Source of Truth by discovering business services, applications, infrastructure, and their dependencies to create a real-time operational model of the complete execution system. Diagnostic Agents leverage this unified context to perform Agentic Root Cause Analysis, reasoning across service topology, dependency intelligence, event intelligence, and historical behavior to identify the operational constraint responsible for service degradation and recommend corrective actions. Remediation Agents then guide or orchestrate policy-driven workflows that accelerate service restoration while maintaining governance and operational control.

Unlike traditional service monitoring, Virtana continuously understands business services as living execution systems, connecting technical signals directly to business impact and enabling operations teams to move from detection to diagnosis to resolution with confidence.



Key Capabilities

Full-Stack Visibility

Connect technical signals across applications, Kubernetes, cloud infrastructure, virtual machines, storage, networking, databases, and shared platform services into a Single Source of Truth. Continuous discovery and dynamic topology create a real-time operational model that provides complete visibility into every business service and its supporting execution system.

Service Dependency Mapping

Automatically discover and maintain service relationships across hybrid and multi-cloud environments. Dynamic dependency mapping reveals how services interact, how failures propagate, and how infrastructure changes impact business-critical services, providing the operational context required for accurate diagnosis and change planning.

AI-Powered Event Intelligence

Correlate events across technology domains, suppress duplicate alerts, cluster related signals into meaningful service incidents, and prioritize response based on business impact. Intelligent event analysis reduces operational noise and provides the evidence that powers faster operational decisions.

Agentic Root Cause Analysis

Using the platform's unified operational model, **Diagnostic Agents** reason across service topology, dependency relationships, event intelligence, anomalies, and historical behavior to identify the true operational constraint behind service degradation. Rather than simply correlating alerts, they verify root cause, explain failure propagation, determine business impact, and provide evidence-based recommendations that accelerate resolution with confidence.

System-Aware Service Operations

Accelerate incident response with AI-generated incident summaries, live service topology, dependency context, operational evidence, and recommended next actions. Teams gain immediate visibility into affected services, probable root cause, and business impact to improve collaboration and reduce investigation time.

Automation & Remediation Governance

Remediation Agents recommend or orchestrate policy-driven workflows based on service risk, enabling governed automation while maintaining human oversight. Organizations can automate repetitive operational tasks, accelerate service restoration, and ensure every action aligns with enterprise governance.

Business Outcomes

Organizations using Virtana Service Observability can:

- Reduce Mean Time to Resolution (MTTR)
- Identify verified root cause faster with Agentic Root Cause Analysis
- Improve service availability and operational resilience
- Reduce alert fatigue through intelligent event analysis
- Prioritize incidents based on business service impact
- Improve operational efficiency across hybrid and multi-cloud environments
- Enable governed automation for faster incident response
- Establish the operational foundation for autonomous IT operations

Why Virtana Service Observability?

Connect Technical Signals to Business Impact

Understand how infrastructure, applications, and platform services collectively affect business service health.

Single Source of Truth

Continuously maintain a unified operational model across applications, infrastructure, Kubernetes, cloud, storage, networking, and databases.

Agentic Root Cause Analysis

Move beyond alert correlation with Diagnostic Agents that identify the true operational constraint, explain why service degradation occurred, determine business impact, and recommend the next best action.

Governed Remediation

Use Remediation Agents to guide or automate operational workflows while maintaining policy controls and human oversight.

Breadth of Coverage

200+ collectors and well documented ability to develop custom collectors for anything Virtana Service Observability does not currently monitor

About Virtana

Virtana, provider of the deepest and broadest Agentic Observability Platform for hybrid and multi-cloud environments, delivers system-aware observability spanning applications, services, data pipelines, GPUs, CPUs, networks, and storage. Powered by high-fidelity operational data and agentic AI, Virtana provides unmatched visibility across end-to-end IT services and AI execution systems, correlating health, performance, cost, and user impact in real time. With advanced event intelligence and AI-driven reasoning, Virtana delivers clarity no other provider can match. Trusted by Global 2000 enterprises and public sector organizations, Virtana helps IT operations, Platform Engineering, SRE, and DevOps teams reduce risk, strengthen resilience, improve efficiency, and modernize with confidence across multi-cloud, on-premises, edge, and sovereign environments.

Learn more at virtana.com