



Unified Observability Acceleration Suite



What We Offer

1

Enterprise Observability as a Service

A fully managed observability stack (Grafana Cloud / OSS with Loki, Tempo, Mimir) deployed, customized, and operated by Persistent.

What it is?

A fully managed, end-to-end observability stack using Grafana Cloud or open-source versions (Loki for logs, Tempo for traces, Mimir for metrics).

Who it's for?

Enterprises with scattered tools needing unified visibility.

Value

One clean dashboard for logs, metrics, traces, and alerts; can be deployed on-prem or in the cloud.

Persistent Value

- **Accelerated deployment** through reference architectures.
- **Expertise in regulated** industries like BFSI, healthcare.
- **Hybrid / on-prem /** cloud-native implementation capabilities.

2

SRE and DevOps Acceleration Platform

Pre-built Grafana dashboards and automations integrated with CI / CD pipelines and Infrastructure as Code (IaC).

What it is?

Ready-to-use Grafana dashboards and automations for CI / CD, IaC, and DevOps pipelines.

Who it's for?

Teams using Kubernetes, hybrid cloud, and microservices.

Value

Faster SRE setup, observability built into software development lifecycle.

Persistent Value

- **Curated blueprints** for Kubernetes, OpenShift, hybrid cloud.
- **DevOps enablement** via automation frameworks and integrations.
- **Advisory on SRE** best practices.

3

Observability Modernization for Legacy Systems

Migrating from legacy monitoring tools (Nagios, AppDynamics, SolarWinds) to Grafana's modern observability suite.

What it is?

Migrating from outdated tools (Nagios, AppDynamics, SolarWinds) to modern Grafana observability stack.

Who it's for?

Companies moving to the cloud but still running legacy systems.

Value

Reduced tool sprawl, unified monitoring for both legacy and cloud-native systems.

Persistent Value

- **Expertise in handling** hybrid ecosystems with legacy + modern apps..
- **Industry-specific modernization** experience in BFSI and healthcare.
- **Migration playbooks** and connectors.

4

Industry-Focused Dashboards and KPIs

Domain-specific Grafana dashboards and KPIs pre-built by Persistent.

What it is?

Pre-made Grafana dashboards for domain-specific use cases.

Industries

- **Healthcare:** Monitor EHR, HL7, Epic.
- **BFSI:** Payments, fraud, compliance.
- **Manufacturing:** IoT telemetry, plant uptime.

Value

Rapid deployment of relevant insights, better SLA tracking, faster anomaly detection.

Persistent Value

- **Deep vertical knowledge** across BFSI, healthcare, and manufacturing.
- **Custom data model integration** with existing tools (EHRs, payment systems, IoT).
- **Analytics advisory** to define leading indicators.

5

Unified Governance, Risk and Compliance (GRC) Monitoring

Observability combined with audit trails, compliance dashboards, and risk controls.

What it is?

Integration of observability with security, audit trails, and compliance frameworks.

Value

Transparent compliance, reduced risk exposure, faster audits.

Persistent Value

- **Security and GRC consulting**
integrated with monitoring stack.
- **Risk visualizations**
using Grafana plugins.
- **Framework alignment**
(HIPAA, PCI-DSS, SOX).



Why Grafana?

Key Reasons to Choose Grafana

Open and Vendor-Neutral

- Integrates with over 100+ data sources (Prometheus, Elastic, AWS, Azure, etc.)
- Avoids lock-in with proprietary formats.

Unified Observability Experience

- Correlates metrics (Mimir), logs (Loki), and traces (Tempo) in one interface.
- Provides a “single pane of glass” for SREs, DevOps, and business users.

Highly Customizable Dashboards

- Tailored dashboards by team, service, or environment.
- Supports alerting, annotations, and rich visualizations.

Cost-efficient

- Open-source core lowers TCO.
- Ideal for cost optimization, especially when replacing expensive legacy tools.

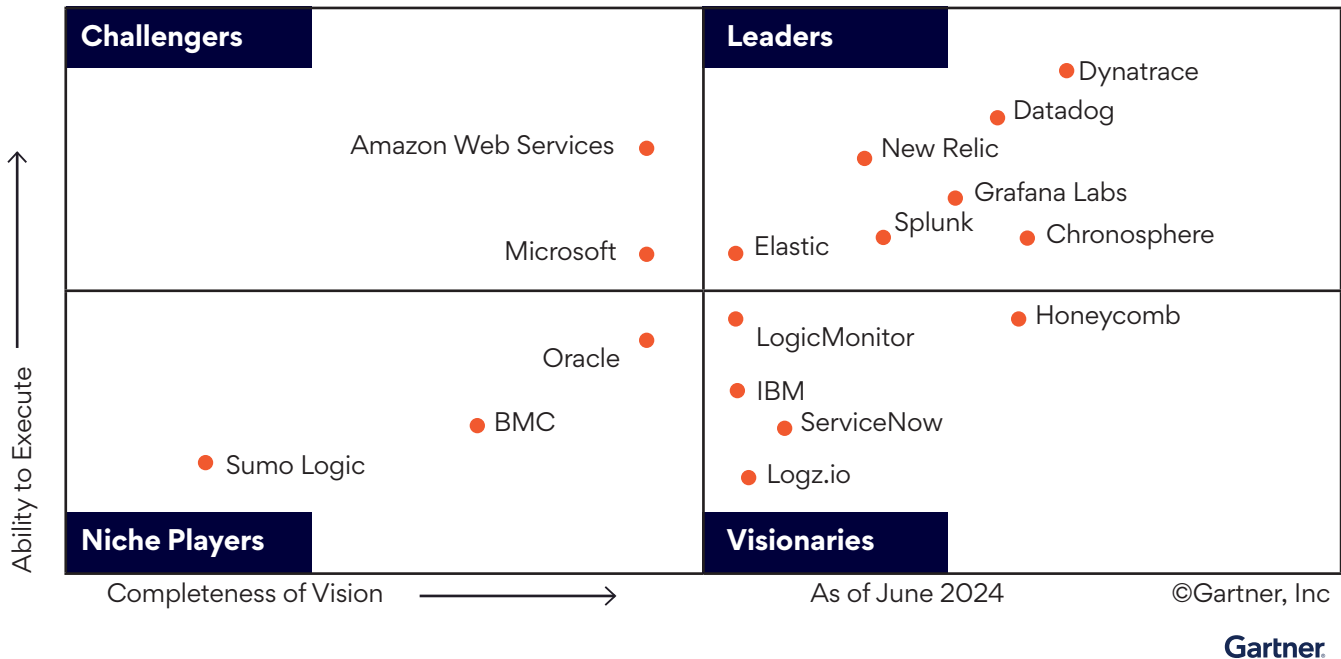
Cloud-Native and Scalable

- Optimized for Kubernetes, microservices, and dynamic infra.
- Available as Grafana OSS, Grafana Enterprise, and Grafana Cloud (SaaS).

Strong Community and Ecosystem

- Backed by Grafana Labs and a vast open-source community.
- Continuous innovation with plugins, panels, and integrations.

Figure 1: Magic Quadrant for Observability Platform



Key Use Cases

Multi-source Observability

Correlate metrics, logs, and traces across cloud-native and legacy sources in one place.

Infrastructure and Kubernetes Monitoring

Real-time performance insights into servers, VMs, containers, and clusters.

Application Performance Analytics

Monitor latency, throughput, errors, and SLAs for modern applications.

Custom Dashboards for Business and Ops Teams

Build role-specific dashboards (SREs, Ops, Finance) with alerting and annotations.

SLO / SLA Tracking

Define, visualize, and alert on Service Level Objectives for critical apps and services.

About Grafana

Grafana Labs is a company that focuses on open-source observability solutions, particularly the Grafana platform and related projects like Loki, Tempo, and Mimir. They offer a suite of tools for visualizing, monitoring, and analyzing data, with a strong emphasis on open source and composability. Grafana Labs also provides a fully managed cloud-based observability platform called Grafana Cloud.

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 24,500 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company is part of the MSCI India Index and is included in key indices of the National Stock Exchange of India, including the Nifty Midcap 50, Nifty IT, and Nifty MidCap Liquid 15 as well as several on the BSE such as the S&P BSE 100 and S&P BSE SENSEX Next 50. Persistent is also a constituent of the Dow Jones Sustainability World Index. The Company has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, Persistent is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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