CASE STUDY

noesis
an **Altia** Company

Millennium
bcp

OBSERVABILITY COMPETENCE CENTER

Noesis was the strategic partner Millennium BCP chose to design, build, and operate the Observability Competence Center, supporting the implementation of a Datadog solution as the observability platform selected for Millennium BCP to obtain end-to-end visibility of the bank's IT services.

After implementation, Noesis supports the operation and continuity of the platform by providing a team of three highly specialized consultants.
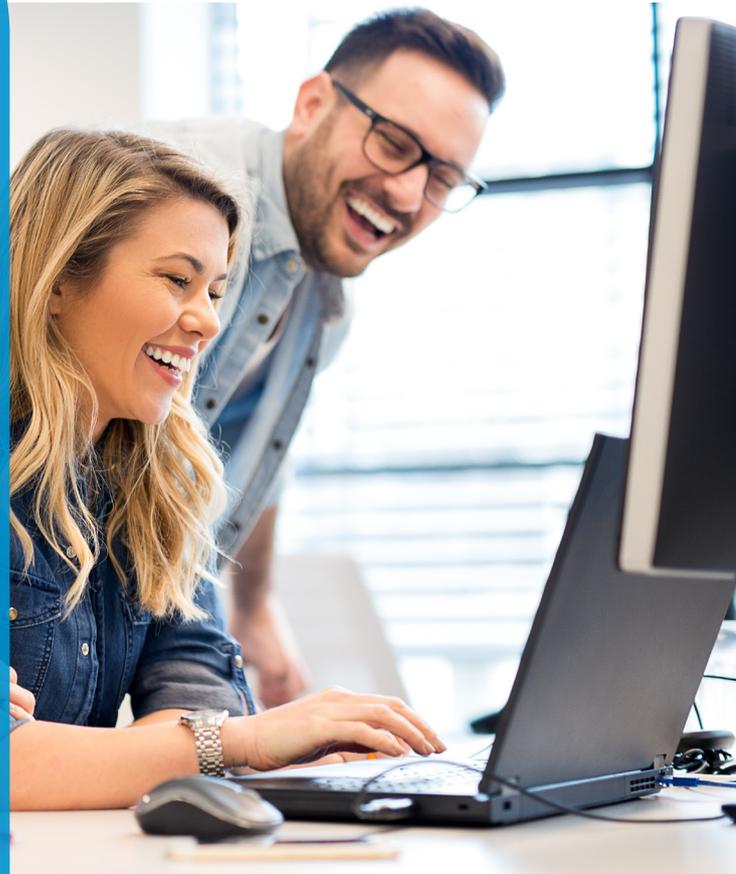
Sector
Banking

Delivery Unit
IT Operations & Infrastructure

Solution
Datadog

+200 Branches

5 Call Centers

4 Datacenters

+2500 Servers

THE CHALLENGE

The challenge consisted of four main pillars:

> Proactive detection of application performance and availability problems;

> Real user monitoring of all BCP's mobile applications;

> Deliver end-to-end tracing of all BCP's applications;

> Dramatically decrease the time for solving application problems.

GOALS

With this project, our client was seeking to:

> Deliver a single pane of glass to support the observability needs of business, development, and infrastructure services;

> Real-time analysis of application health and performance;

> Monitor Millennium BCP's public website's overall behavior;

> Support real-time troubleshooting;

> Multicloud monitoring.

SOLUTION

Deploy and implement the Datadog platform as the observability service for cloud-scale applications, providing monitoring services of Millennium BCP's Multicloud environment, tangible user experience, servers, and services through a SaaS-based data analytics platform.

"Observability adoption is a journey to change how IT sees itself and is seen by the organization. In Noesis, we found a team of experts that led us to not only implement and manage the right technical toolset but primarily to ask the right questions and accelerate this organizational shift, actively influencing both our internal roadmap as well as Datadog's product roadmap."

Nuno Guedes
Cloud Compute Lead
Millennium BCP

THE RESULT

After this project, Millennium BCP achieved several positive results, which we highlight:

- › Mobile apps now gather detailed data on application and user behavior, providing valuable insights;

- › Mobile app users can track requests across all backend services up to the mainframe's edge;

- › Clear visibility into the website's real-time and historical uptime, ensuring a smooth user experience;

- › Custom metrics are derived from logs to identify and track specific business transactions;

- › Real-time and historical Key Performance Indicators for each service, enabling data-driven decision-making;

- › Improved resiliency through alerts and timely reaction to service disruptions;

- › Clear visibility into dependencies' health, allowing faster root cause analysis.

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Noesis is an international tech consulting company with +25 years of experience offering solutions to support companies' businesses and digital transformation. Noesis has an extensive IT services portfolio working in several areas such as IT Ops & Infrastructure, Cloud & Security, Enterprise Solutions, Low-Code Solutions, Data Analytics & AI, DevOps & Automation, Quality Management, Enterprise Application Integration, and Professional Services. The company has +1000 highly specialized talents, operating in six countries: Portugal, Spain, the Netherlands, Brazil, Ireland, and the USA. Noesis is part of Altia Group, listed on the Spanish BME Growth stock market, with over 3500 professionals operating in 7 countries and over 20 locations.

Millennium
bcp

Millennium BCP is Portugal's most significant private banking institution, assuming a leading and prominent position in various products, financial services, and market segments based on a modern branch network with good national coverage.