

# An introduction to Specsavers



Specsavers

# Who are we?



Optics



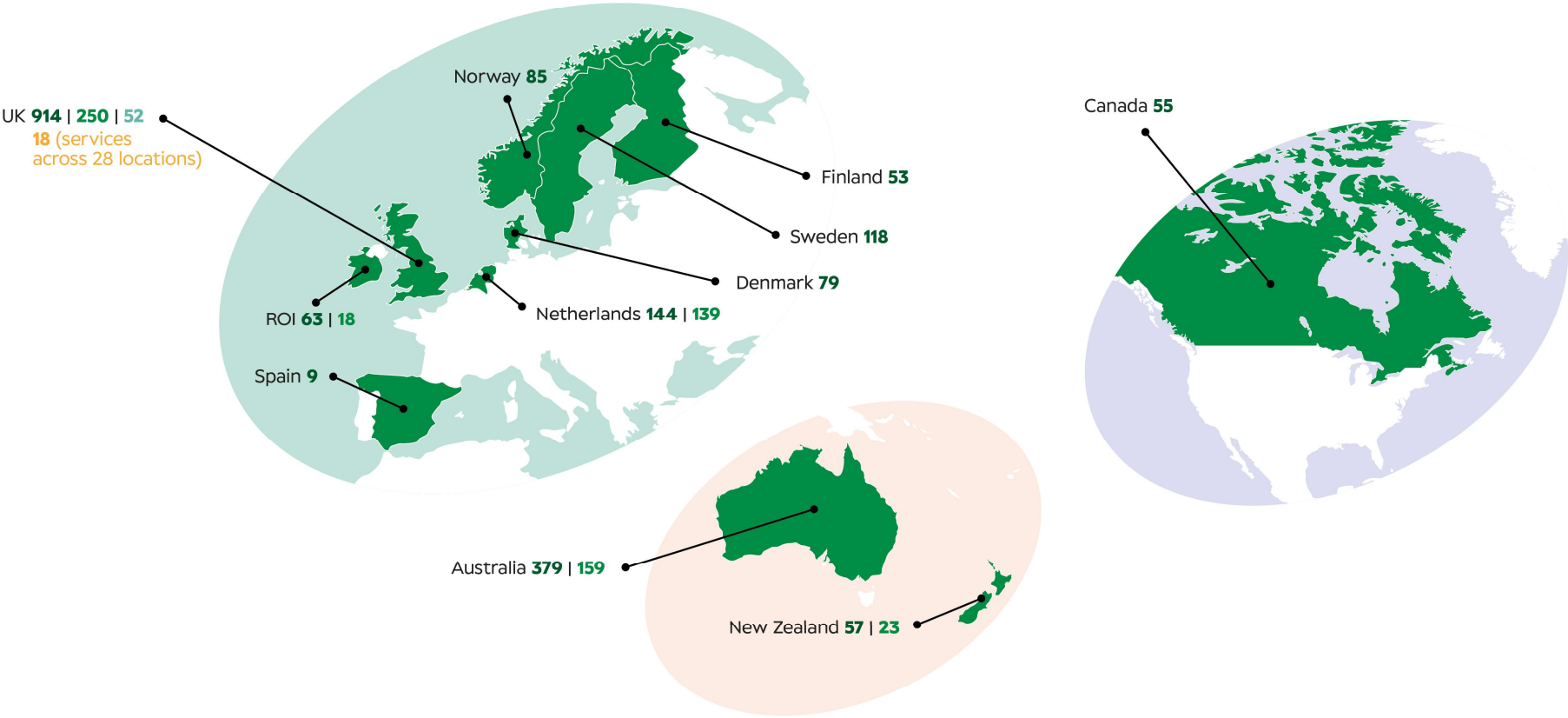
Domiciliary



Audiology



Enhanced optical services



# Our Technology



## Retail

Currently undergoing significant transformation from instore 'fat' PMS to a cloud native solution, over a new SD WAN and a client a shift from Linux to Windows and



## Corporate

Largely traditional IaaS and APP/DB setup. Mix of virtualisation technologies, from VMWare, Hyper-V and RHEV, all gradually migrated to Azure.



## Supply Chain

Widely deployed Oracle solution with a mix of on-prem and Azure resources



## Transforming

We have a principle of cloud first; all new solutions are being built on Azure, typically integrating numerous PaaS resources and varying microservices.



# Observability @ Specsavers

## Our Architecture

- Splunk Cloud (Ad-hoc, ITSI & ES) inc. test environment
- Splunk Observability Suite
- 6 Heavy forwarders (4 central 2 territory)
- 2 Deployment Servers

## End Points



21,389

## TAPM



44,700

## Searches



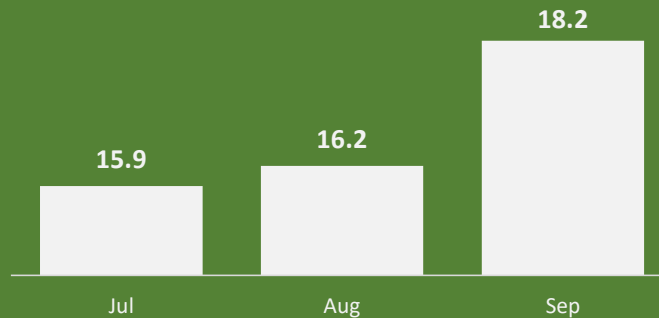
> 22.5 m

## Active Users



273

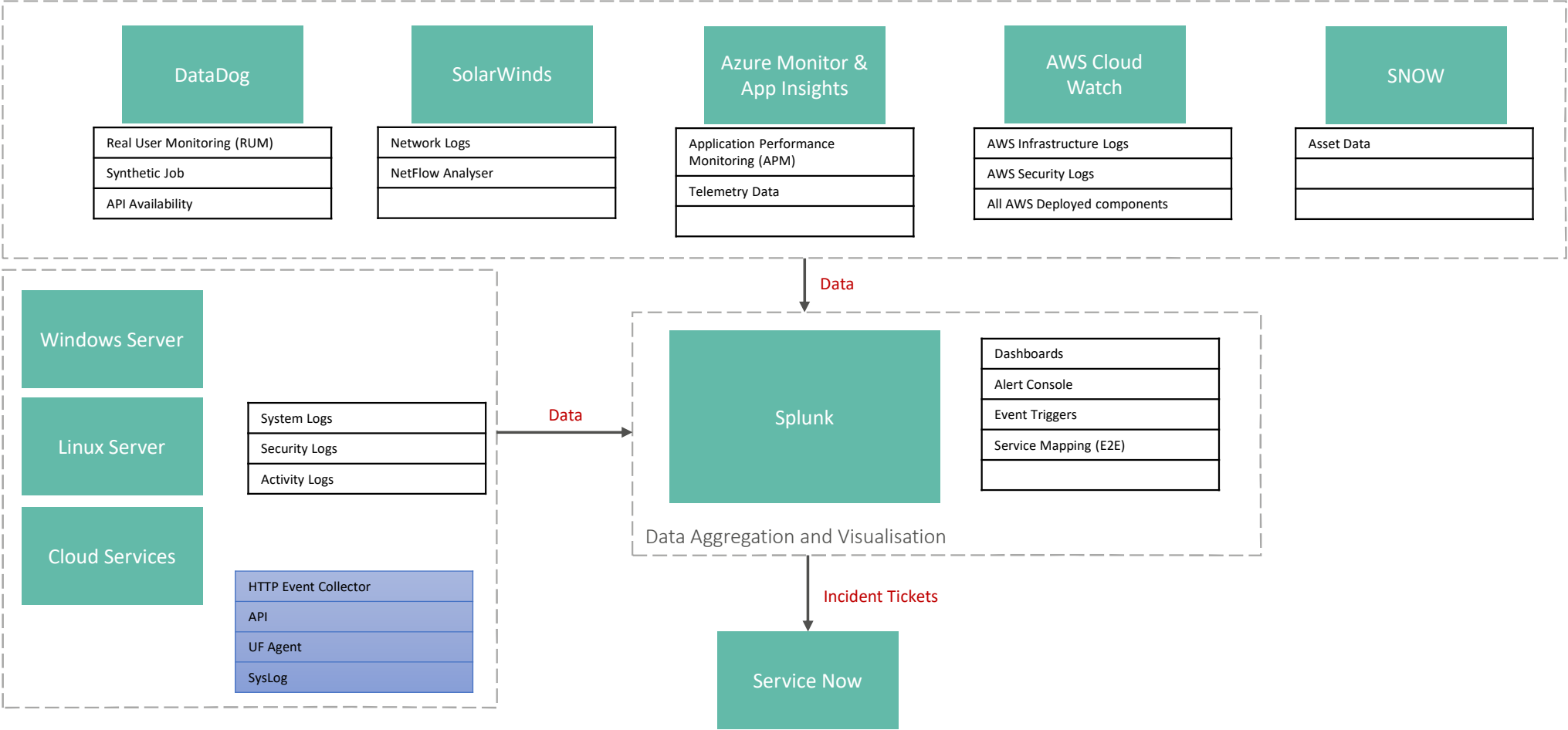
## Ingestion Volumes (TB)



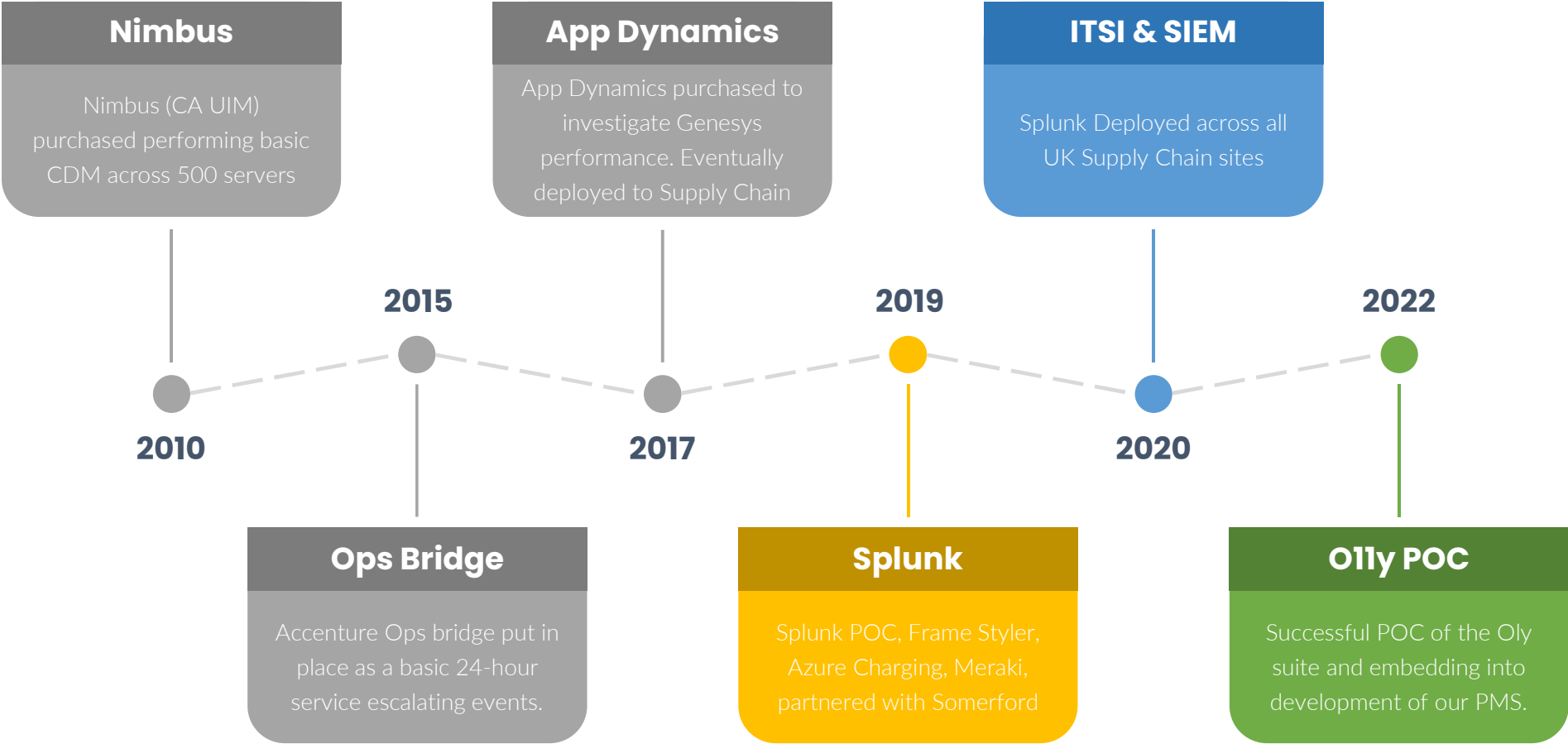
## Alert Management

- 91.39% Noise Reduction on 310,785 events
- Escalated 2,242 to resolver teams
- 89 (4%) of which directly avoided a P1
- 448 (20%) avoided a P2.

# Tooling

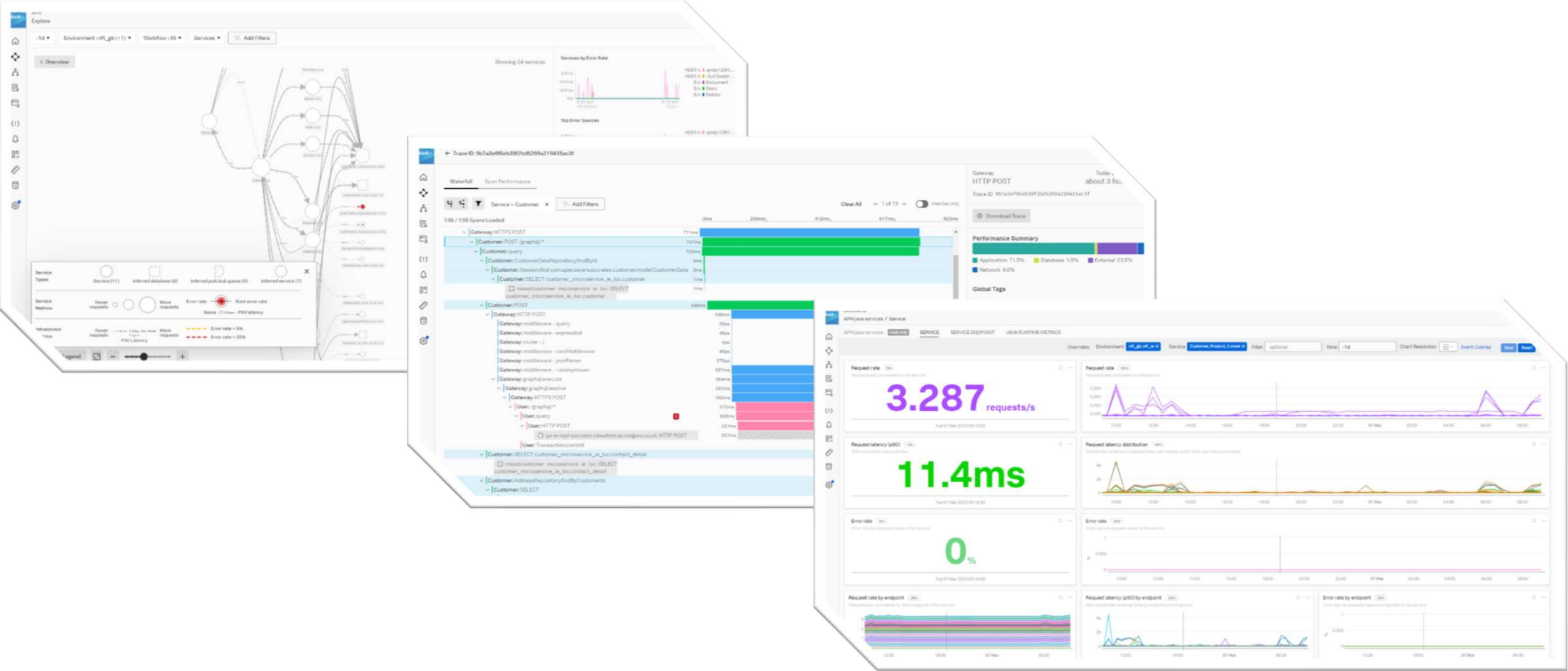


# Our Journey





# Olly Suite





# Our Ambition / What next?



## **In our DNA**

Observability and a curious mindset is part of our culture, values, practices, and organizational norms. We all actively contribute to improving performance and reliability of systems, applications, and infrastructure



## **Its all part of the process**

Our Observability roadmap is the preferred and recommended approach for monitoring and gaining insights into systems, applications, and infrastructure. We adopt a path of best-practice and a standard way of implementing observability to achieve optimal results and outcomes.



## **Accessible by all**

The ability to monitor and gain insights into systems, applications, and infrastructure is made accessible all. We empower developers, engineers, product managers, support analysts, service owners, project managers with the ability to understand and debug complex systems more effectively.