

OPERATE

24x7 NOC as a service

Your users shouldn't be your monitoring system.

Provate's network operations center watches your infrastructure, applications and networks around the clock. We cut the alert noise, fix what our runbooks cover and escalate the rest against SLAs we agree with you up front.

IN PRACTICE

650+

Production systems our Reliability Operations Center watches around the clock for a global ad tech company.

THE PROBLEM

Most environments produce more alerts than anyone can read. Over the years, teams add a tool for each new platform, and nobody retires the old ones. Thresholds get set once and never revisited. Real incidents end up buried among duplicates.

Overnight, coverage falls to whoever has the pager. When something breaks at 2 a.m., the first sign is often an email from a customer.

WHAT CHANGES

01 Issues are caught and worked before users notice

02 Your engineers stop carrying the pager every other week

03 Duplicate alerts are grouped, so each incident gets one ticket

04 Monitoring spend drops as overlapping tools are retired

05 Leadership gets one view of platform health

QUESTIONS TO ASK

Of any provider, including us.

01

How long before an engineer looks at a critical alert overnight?

02

Will you reduce our alert volume, or just forward it to us faster?

03

How do you take over without a gap in coverage?

WHAT'S INCLUDED

Watch

Infrastructure monitoring

servers, network, storage, databases and cloud

APM and observability

application and user-experience signals

Synthetic checks

on the services your customers use

Respond

Incident management

on agreed SLAs, with clear ownership

Runbook remediation

fixes we're authorized to make

Carrier and vendor escalation

so your engineers don't have to

Improve

Noise reduction

event correlation and threshold tuning

Problem management

root-cause reviews that stop repeats

Tool consolidation

fewer monitoring tools, unused dashboards retired

HOW IT RUNS

PHASE	WHAT HAPPENS	WHAT YOU GET
Assess	We review your environment, tools, current alert volume and escalation paths.	A list of coverage gaps and a transition plan
Transition	Runbooks are written with your team, and we run in parallel before taking over.	Agreed SLAs, contacts and escalation paths
Operate	Our team works your alerts and incidents around the clock.	Regular service reports
Improve	We tune, automate and clean up as we learn your environment.	Service reviews with trends and recommendations

CLIENT STORY

AD TECH

A 24x7 Reliability Operations Center for a global ad tech platform

The client's high-volume production systems had to stay up, and monitoring costs were climbing. We built and now run a 24x7 Reliability Operations Center led by senior observability specialists. We reviewed every alert, retired more than 370 dashboards nobody used and replaced three monitoring setups with one.

15%

lower monitoring costs

3 → 1

monitoring setups

170+

checks on customer-facing services

NEXT STEP

Talk to our operations team.

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Usually delivered as Managed Services or Dedicated Services. Also available: a monitoring-only service if your team keeps the fix.

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