

Power up your digital infrastructure with observability

See, understand and optimize your IT environment for security, resilience and growth



Enterprises are operating increasingly complex digital infrastructures – spanning on-premises systems, cloud platforms, networks, and cloud-native architectures such as microservices, containers, and AI-driven services.

Because these environments are highly distributed and deeply interdependent, it is increasingly difficult to understand how changes in one layer impact overall service performance and business outcomes. As development teams accelerate release cycles, infrastructure and operations teams struggle to extract actionable insights from the rapidly growing volume of telemetry data.

Digital infrastructure is no longer a support function – it is the backbone of business resilience, security, and growth. Any lack of visibility or delayed response now directly impacts revenue, customer experience, and operational trust.

Data overload, limited insights and silos

Digital infrastructures generate massive volumes of data in the form of metrics, logs, traces, and events. But traditional monitoring tools often collect data without pinpointing what matters or where to focus. Enterprises respond by adopting more tools. This leads to inconsistent views, data silos, inflated costs and fragmented insights that reduce team productivity.

The impact of these challenges extends far beyond IT operations. Infrastructure blind spots directly translate into major issues, including service downtime, revenue loss, productivity degradation, customer dissatisfaction, and increased security exposure.

Without unified observability, infrastructure teams are forced to react after incidents occur – often with incomplete context. This results in prolonged outages, inefficient resource utilization, and escalating costs.



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Lacking correlation and context, alerts can be deceptive, leading to false positives and symptom-level remediation rather than true root-cause resolution. Critical interactions between infrastructure, applications, and services remain invisible until performance degradation affects users and the business.

Lack of transparency and slower issue resolution

As systems become more dynamic and abstracted through serverless functions and AI-driven services, for example, IT teams lose visibility into how infrastructure behaves in real time.

Lack of transparency makes it very difficult to identify performance bottlenecks, track dependencies and anticipate how changes in one part of the infrastructure might loop back to the stack. Without clear insights, IT teams risk slower troubleshooting and less efficient usage of resources. Delays in resolution increase downtime, create operational inefficiencies, and frustrate users, all of which dent the bottom line.

Difficulty scaling operations

As enterprises grow, their digital infrastructures must support an increasing number of users, services, and workloads without compromising performance, security, or reliability.

The problem is that infrastructures are increasingly interconnected and complex, making it difficult to add capacity. Rapid releases and frequent updates can cause unexpected performance degradation if IT teams lack clear visibility into their IT estate.

How does observability solve all these challenges

Unlike traditional monitoring solutions, which focus on individual metrics and isolated alerts, observability provides a holistic view. One that reveals relationships, dependencies, and behavioral patterns across the entire digital infrastructure.

It enables a fundamental shift – from reactive troubleshooting to predictive, business-aligned operations. By correlating telemetry across networks, cloud platforms, applications, and infrastructure layers, organizations can detect issues earlier, understand root causes faster, and proactively optimize performance.

Observability harvests, correlates, and analyzes data from all layers of an enterprise's digital infrastructure to understand exactly how it behaves in real time, turning raw data into actionable intelligence. These comprehensive insights help teams address data overload, identify any hidden issues, and resolve problems faster. This in turn delivers consistent, secure performance across complex, dynamic infrastructures.

Beyond tools, true observability requires deep visibility into the network, connectivity, and infrastructure layers that underpin digital services. Orange Business uniquely extends observability into these domains. It integrates network telemetry, cloud infrastructure data, and security signals into Splunk's observability platform.

This approach delivers a truly end-to-end view of digital infrastructure behavior far beyond application-centric observability. This enables faster diagnosis, more accurate root cause analysis, and proactive performance optimization.



CheckPulse lets you regain control over your digital infrastructure

Orange Business, in partnership with Splunk, delivers a differentiated Digital Infrastructure Observability capability through CheckPulse. By combining Orange's expertise across networks, cloud, SD-WAN, security, and managed services with Splunk's industry-leading observability and AIOps platform, organizations gain an end-to-end operational intelligence fabric. This stretches from infrastructure and connectivity to applications and digital services.

This joint approach accelerates incident resolution, improves service availability, reduces operational risk, and provides a scalable foundation for resilient digital growth.

CheckPulse is our flagship Digital Infrastructure Observability control plane. Delivered as a fully customized and integrated solution or a managed ready-to-use service, CheckPulse provides continuous, end-to-end supervision across complex hybrid environments. This enables organizations to enhance operational resilience, accelerate decision-making, and align infrastructure performance with business priorities.

- It is built on the Splunk platform, a market leader in data analysis, security, and observability. Our partnership ensures you have access to best-in-class, scalable technology and expert support.
- It has been designed to be vendor-agnostic, integrating telemetry from Orange Business infrastructure with customer-specific, mission-critical data, regardless of whether it is hosted in the cloud or on-premises. A flexible, open ingestion model centralizes data from different tools into a unified platform, enabling holistic analysis and correlation.

A 360-degree view of your infrastructure

CheckPulse has been designed to act as your trusted advisor in digital infrastructure management. It transforms huge amounts of complex data into actionable insights, ensuring reliability and resilience, while supporting informed decision-making.

This approach provides a full-stack, real-time view of your digital infrastructure, applications, networks, and digital experiences. By offering clear insights into infrastructure health and performance, it helps you minimize downtime and avoid revenue losses. At the same time, it protects the customer experience and aligns IT performance with business demands to meet your strategic goals.

By translating infrastructure signals into business-relevant insights, CheckPulse enables IT teams to move from reactive to proactive support and value-driven operations.





Applied AIOps & observability use cases for digital Infrastructure

- Predict capacity saturation across hybrid cloud and network infrastructure
- Detect anomalies in traffic patterns indicating performance degradation or security threats
- Correlate network latency with application errors to accelerate root cause analysis
- Automatically prioritize and route incidents based on business impact

Together, these AIOps-driven capabilities reduce alert fatigue, accelerate root cause identification, and enable operations teams to focus on optimization rather than firefighting.

Digital infrastructure observability maturity model

Organizations typically evolve through distinct stages in their observability journey:

- **Reactive** – Fragmented monitoring tools, manual troubleshooting, high MTTR
- **Visible** – Centralized dashboards with basic infrastructure visibility
- **Correlated** – Cross-domain correlation across network, cloud, and applications
- **Predictive** – AIOps-driven anomaly detection and proactive alerting
- **Optimized** – Automated remediation, business aligned KPIs, and continuous optimization

Orange Business supports customers at every stage of this journey, enabling structured progression toward resilient, optimized digital infrastructure operations.

Outcome		Analyst Insight
MTTR Reduction		AIOps can reduce MTTR by ~40% (Gartner)
Alert Noise Reduction		AIOps improves alert relevance and cuts noise through correlation (Gartner)
Availability		Observability + AIOps adoption can improve app availability by ~15% (Forrester-commissioned)
Operational Efficiency		Operational workflows often see 20 – 30% efficiency gains (industry analysts)

CheckPulse benefits at a glance

- Business continuity: Customers can anticipate potential issues in their ecosystem and resolve incidents faster, minimizing downtime and ensuring service reliability.
- Smart resources management: Capacity management predictions based on historical and real-time data help customers anticipate and optimize resource allocation.
- Operational efficiency: Customers can use their resources and infrastructure efficiently, mitigate potential impacts on their operations, and enhance overall productivity.
- Informed decision making: Observability provides evidence-based guidance by correlating telemetry (metrics, logs, traces) with business outcomes. This enables risk-aware planning, prioritized investments, and cross-functional alignment.

As an operator, integrator, and platform player, we understand precisely how critical performance is to take an enterprise from functioning to supporting its business goals.

Orange Business delivers trusted insights, operational continuity, and end-to-end support to assist your teams 24/7 and ensure infrastructure resilience.

Ready to take your observability maturity to the next level. Take the free Observability Maturity Assessment [here](#).



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Foster trust, ensure reliability.



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