Hybrid Mesh Insights with SLOs

LEVERAGING SERVICE LEVEL OBJECTIVES WITH GREY MATTER

Service Level Objectives (SLOs) are an effective tool for enterprise performance measurement. SLOs establish guidelines designed to measure how well a provider meets the parameters established with a customer for a particular task. Typically established as part of a Service Level Agreement (SLA), SLOs help mitigate disputes between service providers and customers, providing clearly defined orientation between expected and actual service performance. SLOs can also serve as effective internal benchmarks for enterprise IT leaders interested in tracking the performance, availability, and costs of their internal and customer-facing systems.

In the complex world of hybrid mesh multi cloud network operations, SLOs take on even greater importance. Hybrid mesh modularity offers incredible advantage for today’s enterprise environment, enabling highly scalable interoperable systems with terrific depth of user experience. At the same time, the hybrid mesh also introduces significant complexity and data load to enterprise infrastructure. Finding the right balance can be difficult.

With Grey Matter, the challenge is the solution.

Grey Matter, the intelligent hybrid mesh platform for enterprise microservice and hybrid cloud native operations turns the problem of increased complexity and data load caused by hybrid mesh ops upside down, putting your data to work for you.

Fabric, the platform’s core mesh technology, generates and captures the volumes of telemetry and audit data born from hybrid mesh ops, creatively leveraging it to power dynamic enterprise SLO creation and monitoring. Fabric is comprised of a “network within a network” of Sidecar proxies, each running alongside every service operating atop the cloud-agnostic hybrid mesh. The Sidecar mesh orchestrates scaling, traffic management, access control, and service intercommunications.

Each Sidecar is capturing every piece of telemetry and audit data generated throughout the lifetime of a service instance, feeding the telemetry and audit data to Grey Matter’s Sense SLO monitoring overlay service. And because Grey Matter maintains the entire history of every event tied to the lifespan of every service on the mesh, the value of SLO monitoring for enterprise IT only grows over time. Backed by the full lineage of your service telemetry data, your engineers can establish historical patterns of use, refining their SLOs to best reflect your system’s performance in the real-world.

This level of detail provides confidence in SLA compliance reporting accuracy, and the offers your team the historical data necessary to determine fair and reasonable TCO to ROI expectations during SLA negotiations, which both you and your clients will appreciate.
Managing SLOs with Grey Matter Intelligence 360

Grey Matter’s observability, dynamic control, and depth of operational telemetry data treats microservice resource prioritization, cost control, and service level management as a first class function.

Intelligence 360 is Grey Matter’s single pane of glass for SLO observability and control. With Grey Matter Intelligence 360, you can dynamically establish aggregate, route, and service level SLOs for Memory Utilization, CPU Utilization, Percentile Latencies, Error Rate, and Request Rate. Data is collected and displayed in an easy-to-understand manner.

The combination of Fabric orchestration and Intelligence 360 control affords your developers, site reliability engineers (SREs), and architects the ability to observe service health, making changes on the fly, be it fixing an anomaly impacting service performance, or just modifying the SLO threshold itself.

Grey Matter helps find the right balance between expected and actual performance. Consider a situation where your customers require three separate services to operate in a specific order, such as user ID, user object access rights, and CRUD entitlements services.

With Grey Matter, your SREs can set SLOs governing each action in succession. If one approaches warning or violation, your SRE is quickly alerted to evaluate the service’s performance, and can mitigate issues or even simply reset the SLO threshold to a sensitivity level more appropriate to that service. Either way, with Grey Matter, you’re in command.

Contact us today for further information on how you can make your mesh meaningful to your business!