

Logical Monitoring of a Network

**SOLARWINDS®**

Implementation of SolarWinds Hybrid Cloud Observability

OVERVIEW

A government agency with a nationwide presence, comprising a central headquarters, provincial offices, and various public institutions, needed a solution capable of centrally monitoring its entire technology infrastructure. The growing complexity of the network, combined with the geographic dispersion of IT assets, made it difficult to manage operations, detect incidents, and ensure the availability of critical services.

CHALLENGE

Prior to implementation, the organization faced several challenges that compromised operational efficiency and service continuity:

- ✓ Lack of a centralized platform for monitoring IT infrastructure;
- ✓ Limited visibility into the status of networks, servers, applications, and services distributed across the provinces;
- ✓ Difficulty in the early detection of connectivity failures between headquarters, provincial offices, and public institutions;
- ✓ Long response times in incident resolution due to the lack of proactive alerts.
- ✓ Manual processes for collecting and analyzing performance and availability metrics;
- ✓ The need to increase the availability of critical services and optimize the use of technological resources.



SOLUTION IMPLEMENTED

To address these challenges, the **SolarWinds Hybrid Cloud Observability (HCO)** platform was implemented as a centralized solution for observability and monitoring of the technology infrastructure.

The project included:

- ✓ Automatic discovery and inventory of IT assets;
- ✓ Continuous monitoring of network equipment, physical and virtual servers, operating systems, applications, and critical services;
- ✓ Monitoring the availability and performance of WAN connections between headquarters, provincial offices, and public institutions;
- ✓ Creating custom dashboards for technical teams, managers, and operations leaders;
- ✓ Set up smart alerts and automatic notifications for critical events;
- ✓ Implementation of periodic reports on availability, capacity, resource utilization, and performance;
- ✓ Development of topology maps and dashboards for real-time visualization in the Network Operations Center (NOC);
- ✓ Consolidation of monitoring across multiple networks and environments onto a single platform, providing an integrated view of the national infrastructure.



BENEFITS ACHIEVED

The adoption of **SolarWinds Hybrid Cloud Observability** has brought tangible benefits to both the organization's technology department and its management:

- ✓ Centralizing the monitoring of the entire infrastructure on a single platform, making it a crucial resource for the NOC;
- ✓ Increased operational efficiency of IT teams by reducing manual troubleshooting tasks;
- ✓ Reduced downtime for critical services thanks to continuous monitoring and proactive alerts;
- ✓ Faster, more informed decision-making through the use of executive dashboards and real-time analytical reports;
- ✓ Greater control over infrastructure performance and the use of technological resources;
- ✓ A technology infrastructure designed to support future digital transformation initiatives and infrastructure expansion.



IMPACT

Following the implementation, the ministry saw significant improvements in the management of its technology infrastructure:

- ✓ Complete, centralized visibility of the entire infrastructure spread across the country;
- ✓ Proactive identification of performance issues before they impact websites and end users;
- ✓ Greater availability of digital services and communications between the data center and other institutions;
- ✓ Automation of monitoring and alerting processes, increasing the IT team's efficiency;

- ✓ Improved capacity and investment planning capabilities, supported by historical data and trend analyses;
- ✓ Enhancing the reliability of the infrastructure and the operational continuity of the services provided to public agencies and citizens.

CONCLUSION

The implementation of SolarWinds Hybrid Cloud Observability has transformed the way the ministry manages and monitors its technology infrastructure, enabling a shift from a reactive model to a proactive, observability-based approach.

The solution provided a unified view of networks, servers, applications, and critical services, regardless of their geographic location. With real-time dashboards, intelligent alerts, topology maps, and analytical reports, the technical team was able to act more quickly and efficiently, reducing downtime and improving service levels.

This project marked a strategic milestone in the modernization of the ministry's technology infrastructure, establishing a solid foundation to support the growth of digital transformation, strengthen operational continuity, and ensure higher quality, availability, and security of public services.

In recognition of its impact, the solution was presented during the inauguration of the Network Operations Center (NOC) and continues to be showcased at national technology forums and events as a benchmark for the modernization of IT infrastructure management in the public sector.

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