

## Introduction

A global leading distributor of financial data and a top news provider offers an incomputable number of daily data points and insights to customers. Their 6,500+ engineers apply the four V's – volume, velocity, variety, and veracity – to innovate every day and drive industry leading information solutions to market faster.

They leveraged New Relic as their primary observability platform and enjoyed great success in monitoring their technology systems to deliver solutions that were fast and reliable. But in their endless quest to innovate and go to market faster, their business leadership wanted to understand their DevOps cycle time, the performance of their teams and individuals within the teams, and where they had opportunities to optimize their development.

They turned to Kinect to create executive level dashboards that would provide business leaders with the data needed to increase innovation and decrease time to market.

## Challenge: Create High-Value Dashboards for Business Leaders

Executives can not effectively develop strategy and make critical decisions when blind spots exist around how teams are performing and the impact of that performance on the business. Additionally, IT departments have traditionally struggled with correlating the performance of teams and technologies to specific business outcomes, and translating technical terminology in ways that are easily understood by non-technical executives. They needed to conquer this challenge to innovate faster.

## Solution: Develop Custom Integrations and Dashboards to Enabled the Desired Visibility

Kinect started by meeting with key business stakeholders to identify the desired business metrics, and then developed custom integrations that enabled access to the data required to report on those metrics. Kinect then designed and delivered tailored dashboards, visual workflows, and New Relic One Applications to present these business metrics.

The executive dashboards offered scorecard-style views across accounts and various data points pivoted by business units and teams. Persona-specific views were created to offer executives a more valuable, curated experience by presenting the most relevant information to them based on their role.

Specific to their goal of understanding development team performance, a DevOps dashboard was implemented. This included data around deployment frequency, cycle time, mean time to resolve incidents, deployment failure rate, and up time.

## Outcome: Executive Visibility Enabling Informed Decisions that Speed Innovation and Time to Market

The company's executives now had full observability into all aspects of their DevOps cycle. They understood their development time start to finish and could identify with pinpoint accuracy where they had bottlenecks and breaks in their processes. The visibility was available at the project, feature, team, and individual team member level, which enhanced their ability to recognize precise opportunities for optimization. It also increased accountability of their teams and technologies.

They now possess actionable data presented in a format which is easily digested and comprehended by technical teams and non-technical executives. The business leadership is armed with the information required to make more informed strategic and tactical decisions that will speed innovation and time to market.

- Full Visibility into DevOps Cycle at the Project, Feature, Team, and Individual Levels
- Data Presented in Dashboards Designed for Business Executives
- Opportunities to Optimize can be Identified with Pinpoint Accuracy