

# Real-Time Visibility at Scale

How a modern monitoring foundation delivered instant insight, faster response, and operational confidence across a next-gen digital platform

## The Challenge

Following a major IT transformation, a strategic enterprise client launched a redesigned ecommerce storefront, modernized APIs, and a canonical data model built on Databricks Medallion architecture. While the new stack improved scalability and performance, it exposed a critical operational gap.

The client lacked real-time visibility into application health across newly deployed systems. Without centralized monitoring, teams could not proactively detect failures, track Core Web Vitals, or respond quickly to performance issues. Internal IT resources were already stretched, making it impractical to build and operationalize a monitoring solution in parallel with ongoing transformation efforts.

## The Solution

The Intersect Group provided clear ownership and rapid execution without adding burden to internal teams.

A cross-functional team of four specialists was mobilized to design and implement a real-time application monitoring solution in just four weeks. The solution included:

- Activation of telemetry using Microsoft Application Insights and Google Analytics to capture requests, errors, and Core Web Vitals
- A normalized telemetry data model to enable consistent, actionable insights
- An interactive Power BI dashboard delivering centralized, real-time visibility into application performance and failures
- Ongoing collaboration with technical and business stakeholders to validate requirements and align outcomes
- Comprehensive documentation and training to ensure adoption and long-term usability

## The Impact

Delivered a fully validated, live **Power BI monitoring dashboard** in four weeks

Enabled **real-time monitoring** across all critical digital storefront metrics

Improved **incident detection, response time, and operational confidence**

Earned **strong stakeholder satisfaction**, resulting in SOW expansion to three additional platforms, including ERP systems, internal operations tools, and ServiceNow

Established a delivery team deeply embedded in the client's systems and data environment, **minimizing ramp-up time for future initiatives**

Preserved **long-term workforce flexibility** through SOW-based delivery with full-time conversion options