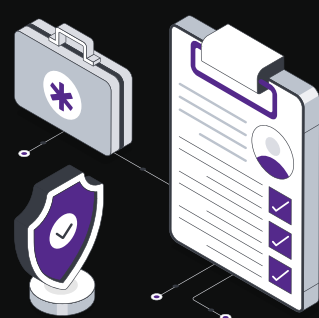


# Consulting Leader's Visibility Challenge: Fragmented Health Monitoring Across 15+ Applications



A prominent U.S. based actuarial and consulting firm, renowned for its services across healthcare, insurance, and risk management, faced a growing visibility challenge.

With over 15 SharePoint-based applications in operation, the absence of centralized observability led to undetected issues, delayed response times, and an increase in customer escalations.

## Impact

We helped them turn this around with an automation-first observability solution that delivered tangible results:

# 90%

**Reduction in customer-side escalations** through proactive monitoring

# 75%

**Automation coverage** across the entire SharePoint application ecosystem

# 100%

**Reusable, scalable framework** with minimal maintenance.

## Tezo Edge

### Operational Pressure

Earlier, managing multiple SharePoint applications without a unified way to track their health. As a result, monitoring performance 24/7 wasn't feasible.

Monitoring was largely manual, which meant glitches were often detected late—typically only after customers had raised issues.

The production environment was getting cluttered with synthetic and test data, compromising overall data hygiene.

Monitoring processes were siloed and difficult to scale, making it hard to adapt as the application landscape grew.

### Strategic Intervention



Deployed a configurable sanity suite that automated health checks across all applications, enabling continuous performance visibility.



With automated, high-quality reporting in place, the team could now identify and address issues proactively—well before they impacted users.



Implemented automated routines that continuously detected and removed synthetic data and related artifacts, keeping the environment clean and reliable.



A reusable and scalable automation framework helped streamline monitoring, allowing for effortless onboarding of new applications and reducing long-term maintenance effort.

## Tech Stack

TestNG

Java

Selenium

Maven

GitHub

Let's build your AI advantage.

If you're rethinking how your systems, data, and teams should work together, you're in the right place.

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