

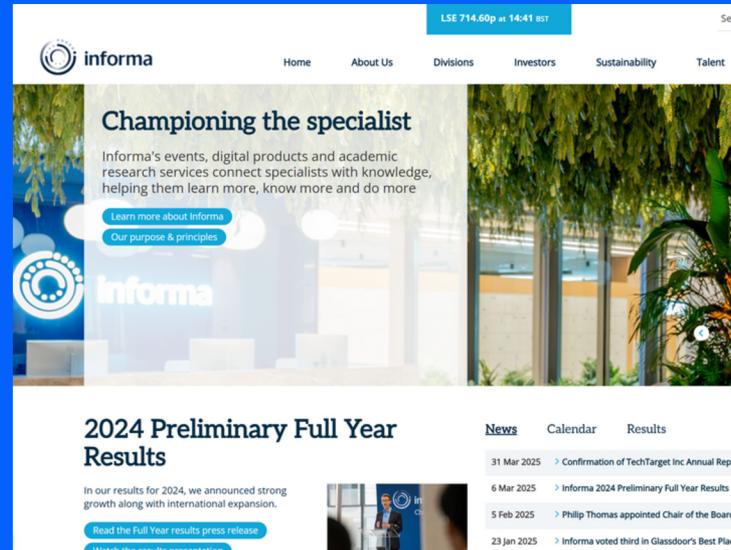
From Chaos to Control: How Informa Achieved 24/7 Observability with K&C's NOC Expertise

A scalable, full-stack monitoring and incident response system turned reactive firefighting into proactive platform resilience.



About Informa

Informa is a global leader in connecting specialists in academic and business-to-business markets with valuable knowledge. As a leading international events, digital services, and academic knowledge business headquartered in the UK, Informa is a member of the UK's FTSE 100 group of public companies. The company is dedicated to connecting professionals in various markets with valuable insights and information, fostering innovation and growth.



**Service Provider
(Information)**



**>12.000
Employees**



**International
(30 Countries)**



**AWS Services,
Kubernetes & more**



**40 Team
member**

Challenge

- Critical visibility gaps:** Informa needed full-stack monitoring across applications, databases, and infrastructure – without missing a single heartbeat.
- Rapid incident response:** With multiple systems and services running across cloud infrastructure, there was no time for delays or finger-pointing during incidents.
- Customer-Centric uptime:** Reliability wasn't just a technical goal – it was a business priority.

Solution

- End-to-End Monitoring:** Centralize all application/cluster (Prometheus) and infra (CloudWatch) metrics in Grafana - for real-time, actionable insights.
- Log management overhaul:** Migrated logging stack from Papertrail to Graylog to EFK for centralized log intelligence.
- Predictive ops:** Introduced metrics autodiscovery, request counting, and WAF integration to proactively mitigate threats and performance bottlenecks.
- Unified collaboration:** Bridged gaps between NOC, DevOps, QA, and development to foster shared accountability and fast recovery.

Success Story

Before partnering with K&C, Informa faced scattered monitoring systems and siloed incident responses that made platform reliability difficult to manage at scale. Alert fatigue, inconsistent log visibility, and slow root cause analysis were everyday challenges.

K&C introduced a layered NOC strategy focused on observability, speed, and cross-team alignment. We centralized monitoring, integrated logs, and introduced custom metrics for proactive traffic analysis and anomaly detection. Our team didn't just respond to issues – we helped prevent them.

Now, when incidents occur, alerts are routed instantly, triage begins immediately, and teams operate with a shared understanding of the system's health. Post-mortems are turned into action items, alerts into automated scripts, and recurring issues into architectural improvements.

Why K&C?



Designed for resilience: Every monitoring layer and escalation path is built to anticipate, not just react to, operational issues.



Integrated across teams: NOC works in lockstep with development, QA, and DevOps – ensuring no blind spots during incidents.



Built to improve continuously: Post-incident learning feeds directly into architectural upgrades, automated alerting, and test coverage.

About Krusche & Company

With over 25 years of experience, Krusche & Company (K&C) is a leading IT outsourcing provider, specializing in web and cloud technologies. Our team of 150+ IT experts operates from six offices worldwide, delivering top-notch services in UX/UI design, software development, cloud development, DevOps, quality assurance, agile project management, and cybersecurity.



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