

## Accelerating Your Journey to Full-Stack Monitoring with Optm and LogicMonitor

Optm's process-focused, monitoring solution design and implementation experts bring decades of collective experience and acquired knowledge, delivering best-in-class monitoring solutions, providing guidance as you navigate your journey to enhanced observability.

### Expertise in Monitoring That Spans 20+ Years

- LogicMonitor
- eHealth (CA)
- NetQoS Suite (CA)
- Nimsoft Suite (CA)
- SMARTS inCharge (EMC)
- NetCool (IBM-Tivoli)
- Netcordia NetMRI (Infoblox)
- Niksun NetDetector
- Concord Communications
- Micromuse
- SevOne
- Big Panda
- SolarWinds
- What's Up Gold
- and many more...

- Optm brings 20+ years of experience in monitoring and network change & configuration management, helping customers evaluate and implement enterprise-grade monitoring solutions.
- Optm's experts closely collaborate with customers and domain experts, helping to identify the right solution designed to enhance unified observability while maintaining strict security and compliance standards.
- With comprehensive assessment of complex environments and dependencies, the Optm team provides logical, realistic, and timely recommended paths to your desired end-state.
- Require unique customizations? Optm can architect a wide range of customizations designed to meet your unique requirements.

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*“LogicMonitor represents the most significant improvement in monitoring technology in more than 20 years. By moving to a pure SaaS model, customers get the advantages of the cloud in their monitoring stack: No more unexpected costs for servers, storage and datacentre hosting, no more arcane capacity planning exercises. Customers can have confidence their monitoring is truly 24/7.”*

*Chris Hindy,  
SVP of Product Strategy & Innovation, Optm*

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## Optm provides comprehensive LogicMonitor implementation Services

Optm can operationalize your LogicMonitor instance quickly and efficiently to support rapid adoption and value. Our team can properly configure, tune, and implement system integrations across your ecosystem, driving accelerated business results.

While basic LogicMonitor training provides customers with the knowledge required to maintain a LogicMonitor instance, additional training and experience is required to efficiently implement LogicMonitor without unnecessary risk and delays.

Our team can help!

## Optimized Unified Observability and Operational Efficiency for Your Critical Business Services

- LogicMonitor's SaaS based architecture supports at a glance visibility into infrastructure health.
- Consolidation of tools into a single platform allows for true collaboration across groups and creates a single source of truth for maintaining and optimizing the health of your business.
- Enhanced value of your authoritative data sources, increasing their accuracy, accessibility, and timeliness.
- Improved efficiency, productivity, and quality of your operational execution and governance of the integration workflows connecting your on-premises and cloud-based processes, services, applications, and data.
- Reduction of silos between ITOps, SecOps, and DevOps.

## Meet The Optm Team!



*Chris Hindy,  
SVP of Product Strategy & Innovation, Optm*

Chris Hindy, Optm's SVP Product Strategy & Innovation, brings more than 20 years of practical monitoring and observability experience to the table to help customers. Chris has implemented enterprise and carrier scale monitoring platforms and services for key players in the mobile device space. With a focus on pragmatic and practical monitoring supplying actionable outcomes, Chris believes in supplying real results to our customers. Chris holds the LMCA and LMCP designations to support our customers and team on LogicMonitor engagements.



*Jesse Jamieson,  
Pre-Sales Technical Consultant, Monitoring, Optm*

Jesse Jamieson is a process-focused design and implementation expert with a heavy focus on PCI and other compliance regiments. Prior to joining Optm, Jesse enjoyed supporting large enterprise environments requiring strict PCI and SOC standards, consulting on initial design through to front-end application configuration, and PCI-compliant tokenization. Leveraging this deep expertise, Jesse currently collaborates closely with Optm enterprise customers, helping them to improve their observability while maintaining strict compliance standards. Jesse is a practicing and certified LogicMonitor professional with (LMCI, LMCA, LMCP, LMCD) certifications.



*Jeff Pothier,  
Senior Solutions Engineer & Practice Lead,  
Monitoring, Optm*

Jeff Pothier is a senior member of Optm's Professional Services team, with two decades of experience in the monitoring and observability space. Throughout his career, Jeff has used his expertise to implement a variety of monitoring and observability tools, ensuring that Optm's customers have the right tools to suit their needs. Jeff is also an avid scripter which enables him to customize Optm's solutions and integrate them with third party tools. Jeff is a certified LogicMonitor professional with LMCA, LMCP, LMCI and LMCD certifications and is currently focused on implementing the LogicMonitor platform for Optm's customers.