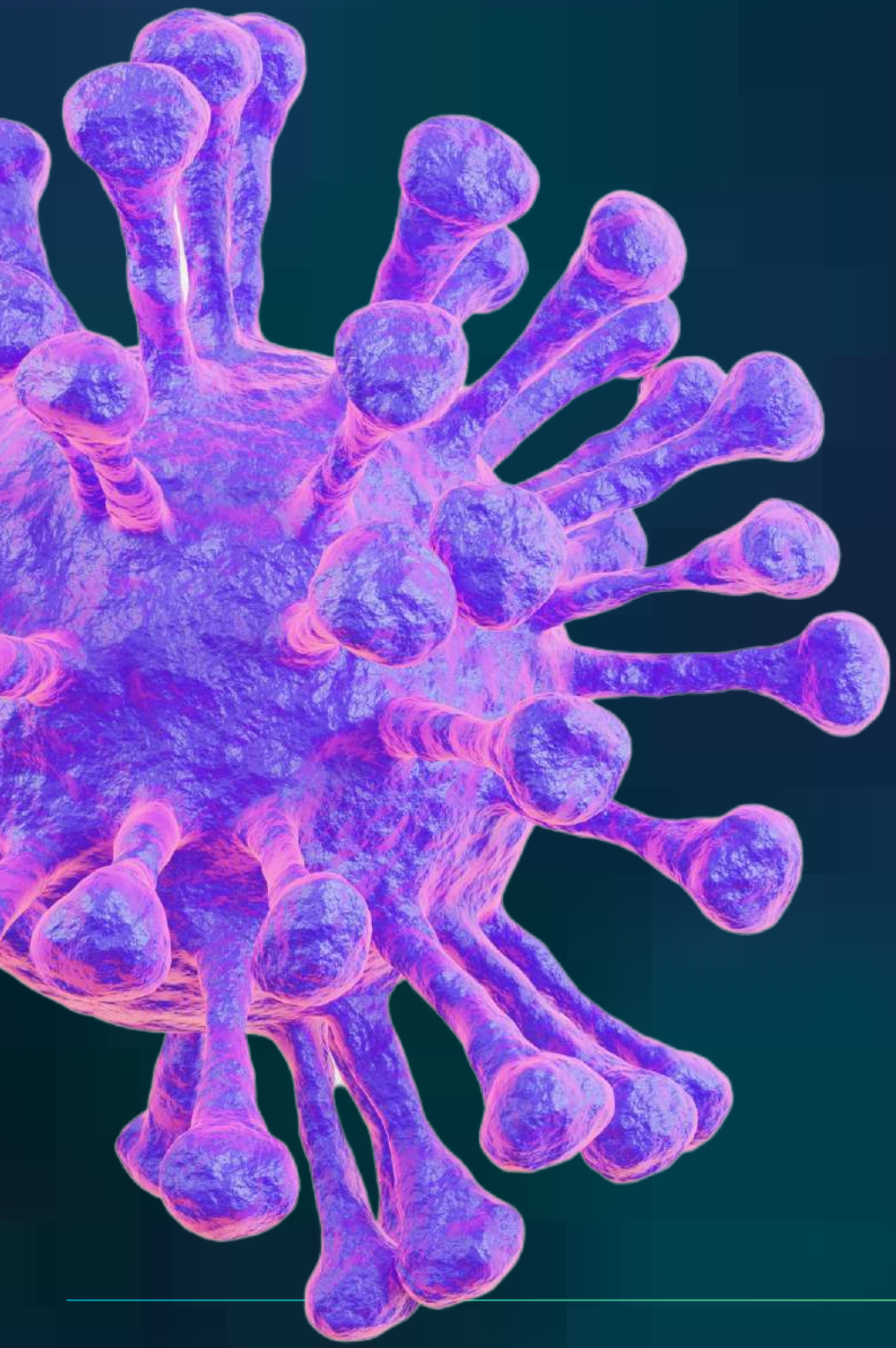
INNOVATING THE FUTURE OF AUSTRALIAN HEALTHCARE WITH

OBSERVABILITY

Strategic priorities and technology imperatives

Climbing the Observability maturity curve



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Innovating the future of Australian healthcare with Observability

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THE AUSTRALIAN LANDSCAPE

Zana Stojanovski
General Manager
Partner solutions, Avocado

The Australian healthcare sector is undergoing a significant transformation, driven by cost pressures, an ageing workforce, and evolving care models. The sector faces increasing cyber risks, regulatory demands, and the challenge of improving administrative efficiency while delivering seamless, member experiences and patient-centred care. The pandemic highlighted the need for resilience, emphasising the importance of future-proofing systems to manage crises. A connected healthcare ecosystem, underpinned by data-led transformation and end-to-end visibility, is now essential.

The modern healthcare sector requires more than incremental changes. Resilience, optimised workforce planning, and sustainable, value-based delivery are critical priorities. Achieving these requires strategic investment in technologies that provide visibility, operational efficiency, and improved outcomes. Observability, paired with AI and automation, plays a crucial role in addressing these challenges and building future-ready healthcare IT systems.

Observability enables real-time monitoring and analysis of applications and infrastructure, ensuring proactive issue resolution and optimal system performance. AI and automation enhance operations by streamlining workflows, providing predictive insights, and optimising resources. In this whitepaper, we explore the top five strategic priorities for Australian healthcare. We demonstrate how Observability, AI, and automation can tackle rising costs, cyber risks, and fragmented systems while meeting the growing demand for personalised, connected care and experience. Finally, we outline the path forward using the Observability Maturity Curve to transform healthcare delivery, fostering resilience, efficiency, and superior patient and member outcomes.

5 STRATEGIC PRIORITIES FOR AUSTRALIAN HEALTHCARE

To transform healthcare into a connected, future-ready system, Australian healthcare organisation's must prioritise the following five strategic areas:

Prioritising patient/member centricity and value-based care

Deliver seamless, personalised experiences by integrating patient/member engagement platforms and optimising application performance to meet evolving expectations.

Cybersecurity: safeguarding data, privacy, and fraud prevention

Strengthen cybersecurity strategies to protect sensitive patient/member data, prevent fraud, and ensure compliance with regulations while addressing growing cyber threats.

Building resilient and sustainable supply chains

Ensure the availability of critical healthcare resources by diversifying suppliers, optimising logistics, and integrating sustainability goals.

Optimising workforce planning and well-being

Streamline workflows, optimise resource allocation, and support staff well-being through predictive analytics, AI-driven tools, and observability insights, ensuring a resilient and engaged workforce.

Embracing advanced digital transformation

Optimise digital healthcare, powered by AIOps (Artificial Intelligence for IT Operations) to modernise healthcare delivery, improve operational efficiency, and enhance patient/member outcomes.

EXPERIENCE

PRIORITISING PATIENT-CENTRICITY AND VALUE-BASED CARE

Patient/member satisfaction and outcomes are paramount in today's rapidly evolving healthcare landscape. The healthcare sector must shift towards holistic, value-driven experience models that not only meet stakeholder needs but also provide seamless and satisfying experiences. With the rise of digital platforms for engagement, the focus on personalised, efficient, and outcome-based care is greater than ever. Healthcare organisations who can deliver consistently high-quality experiences and proactively address potential disruptions and performance issues will lead within their verticals. By precisely analysing business events, they can make informed decisions that align with their strategic objectives, **ensuring faster, smarter outcomes that drive business success.** This page explores how observability and testing, powered by a unified platform like Dynatrace, can enhance customer retention by providing valuable insights into system performance and customer behaviour.

Challenges

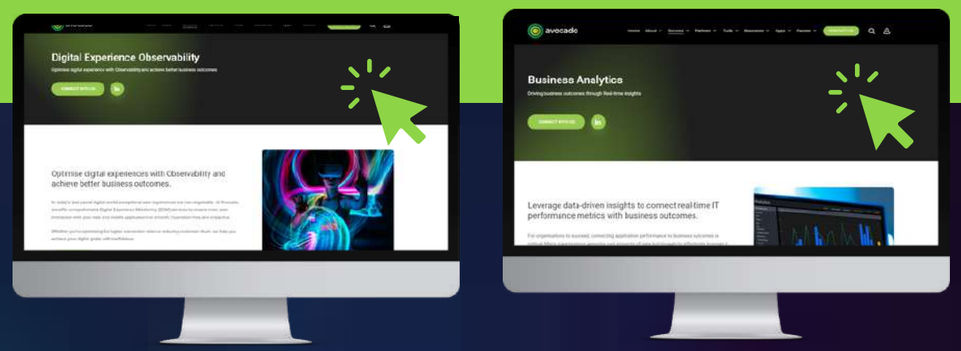
- **Delays in Resolving Patient/Member-Facing Issues:** Performance issues in critical applications like claim submission portals can lead to frustration and delays in care delivery.
- **Limited Visibility into Root Causes impacting patient experience:** Many healthcare organisations struggle to identify and resolve the underlying causes of complaints related to digital interactions.
- **Fragmented Engagement Platforms** – Disconnected tools like telemedicine, mobile apps, and portals hinder communication and complicate seamless coordination.
- **Measuring Impact on Patient/Member Outcomes:** Linking application performance to satisfaction is often challenging without real-time, actionable insights.

Solutions

- **Real-Time Monitoring:** Use Dynatrace RUM (Real User Monitoring) to track interactions across platforms, pinpointing areas where users experience friction.
- **Data-Driven Insights:** Use observability tools to link IT performance with patient/member satisfaction and outcomes, enabling organisations to prioritise initiatives to improving experience.
- **Predictive Analytics:** Deploy AI-driven anomaly detection to resolve issues proactively, ensuring technical challenges don't disrupt patient care or member experience.
- **Digital Experience Observability:** Leverage unified observability solutions to ensure seamless integration and performance across member/customer-facing applications.
- **AI-Driven Resolution:** Proactively detect and resolve technical issues to ensure uninterrupted experiences.

Use Case

With Dynatrace RUM, healthcare providers can monitor and optimise patient-facing application performance in real time, identifying and resolving issues before they disrupt patient experiences. Dynatrace enhances patient engagement by providing complete visibility into digital interactions across mobile apps, portals, and telemedicine platforms. Its AI-powered tools proactively detect and resolve anomalies, minimising disruptions and boosting patient satisfaction. Additionally, Observability insights link IT performance to clinical outcomes, enabling strategic decision-making that improves both operational efficiency and care delivery. Business insights dashboards connect application performance with patient satisfaction metrics, helping organisations prioritise initiatives that drive better engagement, outcomes, and trust. This proactive approach ensures a seamless digital healthcare experience, fostering loyalty in an increasingly digital healthcare ecosystem.



Observability: ensuring a seamless experience

Observability is crucial for maintaining a high-quality experience. By continuously monitoring the performance of applications and infrastructure, an observability platform can detect and diagnose issues that could disrupt the journey. The impact of optimised member/patient-centred care is significant, fostering improved loyalty by delivering smooth and satisfying digital experiences that build trust and long-term engagement within healthcare organisations. By proactively resolving technical issues, organisations can minimise downtime and reduce support costs, leading to lower operational expenses. Additionally, enhanced experience quality is achieved by aligning care delivery with measurable outcomes, supporting value-based models that prioritise patient well-being and satisfaction.

Avocado's Approach

- **Advanced Observability:** Tailored solutions proactively resolve issues before they affect customer experience.
- **Customised Testing:** Ensure seamless digital experiences across apps and integrations, leveraging Dynatrace for disruption management.
- **Expert Support:** Optimise system performance and maximise observability tools for smooth digital interactions.

SECURITY

SAFEGUARDING DATA, PRIVACY, AND FRAUD PREVENTION

In 2024, Australia's healthcare sector faced significant cybersecurity challenges, including the MediSecure breach, which exposed sensitive information of 12.9 million Australians, one of the country's largest incidents. This highlights the urgent need for robust data privacy measures and rapid detection and response capabilities. The Security of Critical Infrastructure (SOCI) Act 2018 plays a key role in safeguarding essential services, requiring healthcare organisations to implement risk management programs and report cyber incidents to the Australian Cyber Security Centre (ACSC).

Unified security and observability solutions are crucial to addressing these challenges. By integrating observability platforms with security operations, healthcare organisations can monitor IT environments in real time, enabling proactive threat detection and mitigation while ensuring compliance and service continuity. Organisations using AI-driven security tools and automation can also reduce breach costs by up to $2.2 million, underscoring the financial and operational value of these technologies. As cyber threats grow more sophisticated, adopting unified strategies is vital to protect patient trust, meet regulations, and ensure healthcare resilience.

Challenges

- **Escalating Cyber Threats:** Healthcare organisations face increasingly frequent and sophisticated attacks like ransomware.
- **Compliance Challenges:** Meeting regulations such as the SOCI Act, Privacy Act 1988, and My Health Records Act is resource intensive.
- **Costly Data Breaches:** Patient/Member data is highly valuable, making breaches damaging to both finances and trust.
- **Insider Threats and Fraud:** Misuse of sensitive data, falsified billing, and unauthorised access present serious risks.
- **Fragmented Security:** Siloed IT systems limit visibility and hinder effective threat detection.
- **Detection and Response Gaps:** Many organisations struggle to proactively identify anomalies and respond swiftly.
- **Security in Development Pipelines:** Integrating security into fast-paced development and operational workflows is challenging, often leading to vulnerabilities being addressed too late.

Learn more about Security & Threat Analytics

Solutions

- **Advanced Threat Detection:** Use AI-powered security to detect ransomware and sophisticated attacks in real time. Dynatrace automates anomaly detection and responses to minimise downtime and disruption.
- **DevSecOps Integration:** Embed security into the development lifecycle to identify and resolve vulnerabilities early, reducing risks in critical healthcare systems.
- **Compliance Automation:** Automate reporting, data masking, and anonymisation to meet SOCI Act, Privacy Act, and My Health Records Act requirements while protecting sensitive data.
- **Data Protection:** Safeguard patient/member data with encryption, access controls, and real-time vulnerability insights to prevent breaches and build trust.
- **Insider Threat Mitigation:** Detect unauthorised access and fraud with behavioural analysis and audit trails, reducing insider risks.
- **Unified Observability:** Gain seamless visibility across healthcare systems by integrating observability with security for faster threat detection and consistent protection.
- **Incident Response Automation:** Automate workflows to quickly identify, analyse, and respond to threats, ensuring patient care is uninterrupted.

Use Case

Dynatrace's security monitoring platform delivers real-time visibility into threats, enabling healthcare providers to quickly detect and respond before incidents escalate. By integrating security monitoring with observability, organisations ensure systems are secure and performant, reducing the risk of cyberattacks and breaches. Features like session replays and anomaly detection uncover fraud and support forensic investigations, while compliance automation streamlines adherence to regulations such as the SOCI Act and Privacy Act, strengthening data security and governance.

Avocado's Approach:
At Avocado, we offer comprehensive security services designed to strengthen cyber resilience across healthcare organisations. These include continuous monitoring for real-time threat detection, third-party risk assessments to safeguard external partnerships, and robust identity security measures to ensure secure access across systems.

Significantly, through our DevSecOps framework, we seamlessly integrate security into development processes, making it a core operational priority. By embedding security into the DevOps pipeline, vulnerabilities are identified and addressed early, reducing the risk of breaches in healthcare applications. With Avocado's expertise, healthcare organisations can build robust defences against cyber threats, protect critical digital assets, and maintain system integrity. Want to know how mature your DevSecOps practices are? Take our Mini Assessment.

SUSTAINABLE

BUILDING RESILIENT AND SUSTAINABLE SUPPLY CHAINS

Healthcare organisations rely on robust supply chains to ensure critical resources like life-saving equipment, medications and other supplies tare available. The COVID-19 pandemic and geopolitical tensions have exposed supply chain vulnerabilities, leading to delays and shortages of essential items such as PPE. These challenges highlight the urgent need for resilient, adaptable supply chains that balance operational reliability with ESG goals. Additionally, the sector is focused on environmental concerns and looking at ways to reduce their carbon footprint - from ethical sourcing and waste reduction to ESG compliance and carbon footprint minimisation. By leveraging technologies like AI, automation, and observability, healthcare organisations can enhance visibility, forecast issues, streamline logistics, and ensure seamless delivery while minimising environmental impact.

Challenges

- **Global Supply Chain Disruptions:** Unpredictable events, such as pandemics and geopolitical tensions, threaten the availability of essential resources.
- **Rising Transportation and Freight Costs:** Escalating fuel costs, supply chain bottlenecks, and geopolitical conflicts increase logistics expenses.
- **Poor Visibility and Transparency:** Fragmented systems and lack of real-time data hinder the ability to track inventory and monitor supplier performance, leading to inefficiencies, waste, and missed cost-saving opportunities.
- **Sustainability Goals vs. Costs:** Reducing carbon footprints and sourcing responsibly while managing operational costs is a significant challenge.
- **Real-Time Performance Monitoring:** Tracking supply chain efficiency and sustainability metrics requires advanced analytics and observability

Solutions

- **Diversified Suppliers:** Build a network of reliable suppliers to minimise risks of shortages or disruptions during global or regional crises.
- **Unified Observability for Supply Chains:** Leverage advanced observability platforms like Dynatrace to gain comprehensive visibility across supply chain systems. This integration optimises inventory management, streamlines delivery processes, and ensures the reliability of applications and infrastructure critical to supply chain operations.
- **AI-Driven Inventory Management:** Utilise AI-powered tools to forecast demand and optimise inventory levels, reducing waste and ensuring timely delivery of essential resources.
- **Carbon Impact Monitoring:** Dynatrace's Carbon Impact feature tracks energy consumption and carbon emissions, providing actionable insights to reduce the environmental footprint of IT operations.
- **Integration with Supply Chain Planning:** Use AI and automation to streamline processes, minimise waste, and enhance efficiency, ensuring a resilient and sustainable supply chain.
- **Real-Time Sustainability Tracking:** Monitor energy usage, waste production, and other sustainability metrics in real time through observability platforms like Dynatrace to align operations with ESG goals.

Use Case

Dynatrace empowers healthcare organisations with real-time monitoring of supply chain systems, offering valuable insights into inventory, logistics, and energy consumption. Through Carbon Impact Monitoring, Dynatrace tracks energy usage and emissions, helping organisations meet sustainability goals by reducing their environmental impact. Its advanced observability features enhance visibility and transparency, enabling proactive issue resolution, waste reduction, and improved supplier performance, ensuring the availability of critical resources while aligning with ESG objectives.

Avocado's Approach

At Avocado, we support healthcare organisations to build resilient and sustainable supply chains through advanced observability platforms like Dynatrace. By combining real-time monitoring, AI-driven insights, and actionable analytics, we streamline operations, reduce environmental impact, and align with ESG goals. Our approach ensures healthcare providers can adapt to disruptions, optimise resource usage, and achieve long-term sustainability and resilience.

OPTIMISED

OPTIMISING WORKFORCE PLANNING AND WELL-BEING

Australia's healthcare workforce faces critical challenges, including staffing shortages, burnout, and an ageing population. The Health Care and Social Assistance industry employs over 1.7 million people, accounting for 15% of the national workforce. Between 2013 and 2022, registered healthcare professionals grew by 37%, yet demand continues to outpace supply. Burnout is a pressing issue, with nearly 40% of doctors considering leaving the public system within three years. Additionally, the ageing population, expected to rise from 3 million to 5.5 million in two decades, will further intensify demand for healthcare services and further burden the workforce. To address these challenges, healthcare organisations must adopt data-driven strategies for workforce planning.

Challenges:

- **Peak Demand Management:** Managing workforce allocation during seasonal surges or public health crises is complex and resource-intensive.
- **Well-Being and Burnout:** Heavy workloads and inefficient workflows contribute to burnout, impacting staff retention and productivity.
- **Poor Visibility into Workflows:** Limited real-time insights into workload distribution hinder effective resource planning and task management.

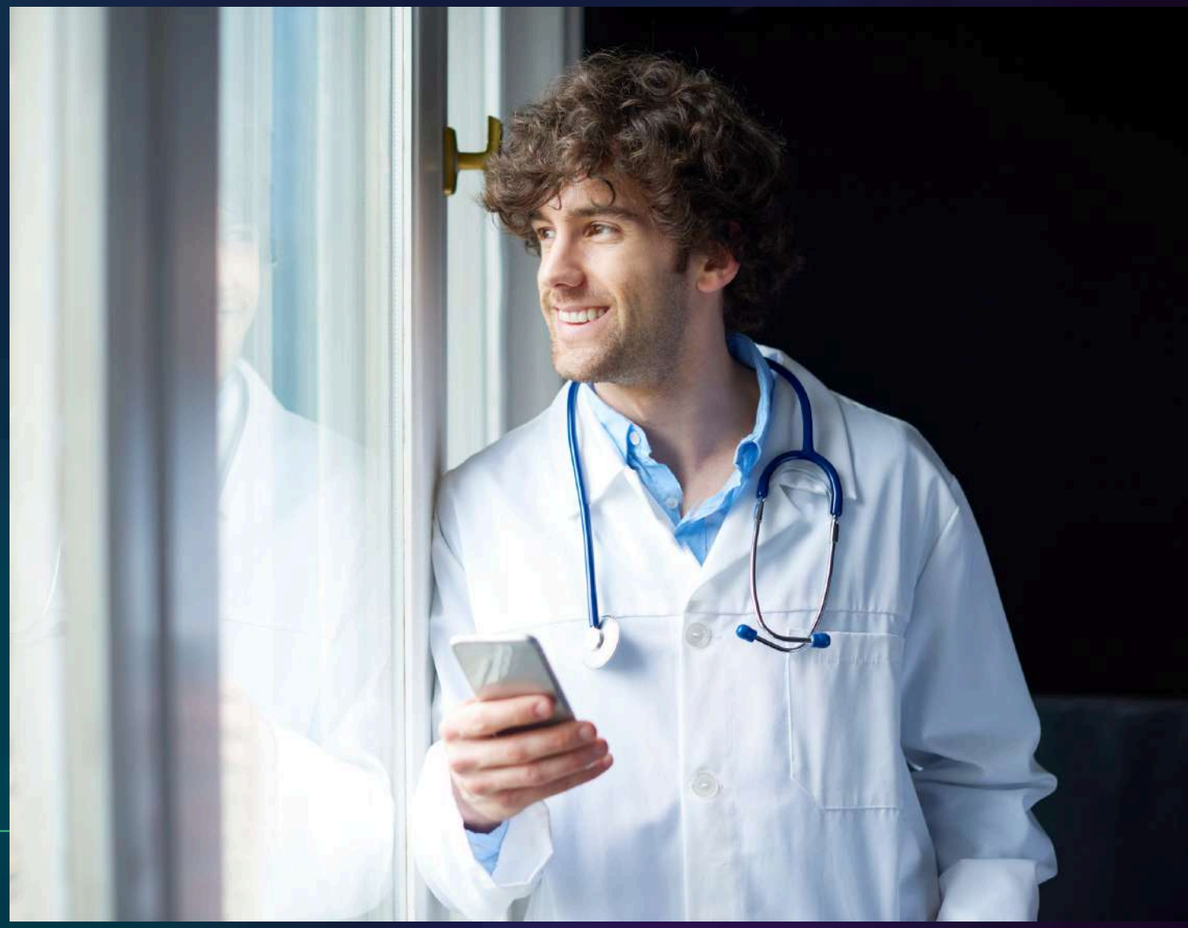
Solution:

- Predictive Analytics for Staffing: Use AI to forecast staffing needs, aligning resources with patient/member demand during peak periods.
- Workload Monitoring: Implement observability platforms like Dynatrace to track and balance workloads, preventing burnout.
- Enhanced Workflow Transparency: Use real-time observability to optimise task distribution and improve workforce utilisation.
- Data-Driven Strategies: Leverage predictive analytics and real-time monitoring to optimise resource allocation, forecast staffing needs, and prevent burnout, equipping providers to meet growing demands while ensuring staff well-being and efficiency.

Use Case

Dynatrace provides healthcare organisations with real-time visibility into the performance of staff-facing tools, identifying inefficiencies and supporting data-driven resource allocation. By leveraging AI-driven insights, healthcare providers can forecast staffing needs, optimise workflows, and ensure equitable workload distribution, reducing burnout and improving staff satisfaction.

Avocado's Approach
At Avocado, we support healthcare organisations in optimising workforce planning through advanced observability and tailored solutions. By combining real-time monitoring, predictive analytics, and targeted upskilling programs, we help healthcare providers enhance workforce resilience, improve well-being, and ensure efficient resource utilisation.



ADVANCED

AI: THE FUTURE OF HEALTHCARE OBSERVABILITY

The healthcare sector is evolving rapidly, with a growing focus on delivering seamless digital and physical care experiences amidst rising complexities and costs. Advanced technologies like Artificial Intelligence for IT Operations (AIOps), observability, and automation are transforming how healthcare providers streamline workflows, enhance decision-making, and optimise resource allocation. By embracing AIOps, organisations can proactively address issues, minimise downtime, and improve patient care and operational efficiency.

Use Case: Dynatrace's Impact on Healthcare Efficiency
Dynatrace's AIOps capabilities stand out with tailored solutions for healthcare, delivering operational excellence and improved patient care.

- **End-to-End Visibility:** Complete observability across telemedicine platforms, patient portals, and hospital systems enables AI-driven insights.
- **Proactive Issue Resolution:** AI detects anomalies, identifies root causes, and triggers self-healing actions, ensuring system stability during peak demand.
- **Optimised Workflow Management:** Predictive analytics help healthcare providers anticipate patient surges, allocate resources efficiently, and improve outcomes.
- **Scalable Automation:** Automated processes ensure continuity during high-demand periods, minimising delays and reducing staff workload.
- **Sustainability Impact:** Optimised IT infrastructure reduces operational costs and supports environmentally responsible practices.

Challenges

- **Fragmented Systems:** Disconnected IT systems across telemedicine, patient/ member portals, and hospital operations hinder unified insights.
- **Demand Management:** Sudden surges in patient/member demand during crises or seasonal spikes challenge resource allocation and system stability.
- **Patient Expectations:** Performance issues in member/patient-facing applications lead to dissatisfaction and disrupted care delivery.
- **Operational Inefficiencies:** Rising costs and outdated workflows strain healthcare resources.
- **Data Silos:** Inconsistent and fragmented data disrupts care coordination and decision-making.

Solutions

- **Real-Time Insights:** Leverage observability tools to provide actionable insights for proactive resource allocation and system optimisation.
- **Unified Observability:** Gain end-to-end visibility into operations, enabling real-time decision-making.
- **Predictive Analytics:** Anticipate patient demand and optimise workflows to minimise disruptions.
- **Automated Incident Response:** Resolve issues proactively to ensure uninterrupted patient care and member experience.
- **Operational Automation:** Streamline processes, reduce manual tasks, and free healthcare staff to focus on delivering optimised experiences.
- **Enhanced Data Integration:** Unify fragmented data to support real-time analytics and improve coordination.

The Importance of High-Quality Data

The success of AIOps relies on accurate and comprehensive data. In healthcare, fragmented and inconsistent data can degrade outcomes and disrupt care. Establishing consistent, real-time data collection across systems is critical to unlocking the potential of AIOps. This robust data-driven foundation enables precise predictions, automated responses, and long-term operational efficiency, ensuring seamless delivery and optimal outcomes.

Transitioning to AIOps

Adopting AIOps in healthcare is a strategic journey rather than a one-step process. It begins with robust observability practices to achieve comprehensive visibility across IT environments. With this foundation, organisations can gradually incorporate AI and machine learning, delivering measurable benefits like improved patient experiences, enhanced workflow management, and cost savings. Tools and platforms must align with healthcare objectives, and adopting these practices ensures meaningful, actionable insights for better decision-making.

Avocado's Approach

At Avocado, we empower healthcare organisations to harness AIOps for improved care delivery and operational efficiency. We assess your observability maturity, create tailored AIOps roadmaps, and implement unified observability to eliminate silos and proactively resolve issues. Through ongoing support and managed services, we ensure your systems are efficient and resilient, allowing your staff to focus on delivering exceptional patient care.

CLIMBING THE OBSERVABILITY MATURITY CURVE

ADVANCING YOUR HEALTHCARE STRATEGY

In Part 1 of this whitepaper, we explored the critical strategic priorities for Australian Healthcare sector, focusing on how to navigate supply chain resilience, enhance patient/member experience, ensure cybersecurity, and meet the complexities of workforce planning with Observability. Each of these priorities is essential for staying competitive and thriving in today's complex healthcare environment.

To successfully meet these priorities, a data-led transformation and end-to-end visibility at every layer must underpin any healthcare digital strategy, with observability at its core.

Thus, Part 2 of this whitepaper delves into a crucial aspect of elevating your healthcare strategy: advancing along the Observability Maturity Curve. This progression is vital for leveraging technology effectively to meet the demands of the modern healthcare landscape.

Understanding the Observability Maturity Curve will provide you with a structured approach to enhance your operational capabilities. This framework outlines the stages of maturity—from initial reactive measures to predictive innovations—highlighting how each stage addresses specific challenges and drives improvement.

In this section, we will:

Detail the Stages of the Observability Maturity Curve: Understand the key characteristics, challenges, solutions, and approaches for each stage, from reactive to predictive.

Explore How Maturity Impacts Operational Efficiency: Learn how advancing through these stages can optimise your processes, enhance decision-making, and ultimately drive long-term success.

Link Maturity to Strategic Priorities: Connect the dots between Observability maturity and the strategic priorities identified in Part 1, demonstrating how a mature observability strategy supports supply chain resilience, customer experience, cybersecurity, and workforce goals.

By aligning your strategy with the Observability Maturity Curve, you can harness the full potential of your technology investments, streamline operations, and achieve sustainable growth. Let's explore how progressing through this maturity framework can transform your healthcare operations and drive competitive advantage.

FROM REACTIVE TO PREDICTIVE

Achieving and maintaining operational excellence is critical for organisations to remain competitive. As businesses evolve, so do their IT environments, becoming increasingly complex and distributed. This complexity brings new challenges, particularly in maintaining visibility across systems, ensuring swift issue resolution, and optimising operational costs.

To navigate these challenges and unlock long-term value, organisations must climb the Observability Maturity Curve. This journey moves from a reactive state, where visibility is fragmented, to a predictive stage, where innovation and automation drive business outcomes.

Navigating the Observability Maturity Curve involves understanding the distinct stages of maturity, each with its own set of characteristics, challenges, solutions, and approaches. However, at each stage of this curve, the integration of observability becomes deeper, more strategic, and more aligned with business goals.

Avocado is here to guide your organisation through each stage of this maturity curve. Our approach is tailored to address the unique challenges you face, delivering solutions that not only enhance your current operations but also prepare you for future growth. By partnering with us, you'll move towards achieving a state of fast, safe, and secure operations that deliver long-term value.

AN OVERVIEW OF THE MATURITY STAGES

Stage 1: Reactive – Need for Change

Challenges:
At this initial stage, teams and tools are siloed, leading to fragmented visibility across the organisation. The time to resolve issues is lengthy, and processes are complex, resulting in reactionary behaviour. Operational costs are high, with potential negative impacts on revenue and brand reputation.
Solutions:
We leverage our frameworks to plan and prioritise with alignment to business goals. Our approach creates awareness and desire for change, establishing a timeline with clear milestones for delivery.
Our Approach:
Our strategy focuses on diagnosing existing challenges and understanding the need for change. We initiate a comprehensive planning phase, aligning objectives with business goals, and crafting a clear roadmap that sets the foundation for transformation.

Stage 2: Foundational – Monitoring Begins

Challenges:
While awareness and desire for change have been established, teams, tools, and data sets generally remain siloed. The organisation struggles with determining readiness for change, and there's a need to assess the impact on people and processes.
Solutions:
We conduct thorough impact assessments to gauge change readiness, focusing on both people and processes. We assess knowledge gaps and initiate uplift measures, alongside the establishment of communities of practice to foster collaboration.
Our Approach:
At this stage, we prioritise the assessment of change readiness and the development of a strategic plan to address identified gaps. We implement training programs to enhance knowledge and establish communities of practice to ensure continuous improvement.

Stage 3: Proactive – Generate Capacity

Challenges:
Monitoring visibility improves, but the organisation still faces challenges in understanding and assessing issues. Collaboration across teams begins to increase, but there is still room for improvement.
Solutions:
We reinforce knowledge uplift and establish a structured measurement of change across communities of practice. This phase focuses on increasing collaboration and enhancing the organisation's ability to proactively manage issues.
Our Approach:
Our approach is centred on deepening the organisation's monitoring capabilities and fostering a culture of proactive issue resolution. We continue to build on the foundations laid in the previous stages, ensuring that teams are equipped to collaborate effectively.

Stage 4: Optimise – Enhance Solution

Challenges:
Decision-making processes improve, and operational costs decrease, but there's a need to further leverage existing data for multiple use cases and integrate new features and platforms.
Solutions:
We use the knowledge and experience gained to optimise operations further, incorporating new features and enhancing platform integration. This stage is about maximising efficiencies and reducing costs through smarter use of data and technology.
Our Approach:
We focus on optimising current solutions by enhancing decision-making processes, reducing operational costs, and improving efficiencies. Our team works closely with yours to ensure that you are leveraging all available data and technology to its fullest potential.

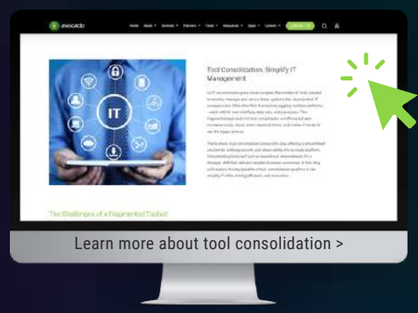
Stage 5: Predictive – Innovate

Challenges:
At this advanced stage, teams are highly collaborative, and innovation is key. However, the challenge lies in fully integrating automation and AI to expand the depth and connectivity of observability.
Solutions:
We extend the knowledge gained to enhance business outcomes, focusing on the holistic integration of automation and AI. This stage is about driving innovation and ensuring that observability is fully embedded across the organisation.
Our Approach:
We guide your teams in achieving a high level of collaboration and innovation, using AI and automation to extend observability. This approach ensures that your organisation is not only fast, safe, and secure but also positioned to achieve long-term value.

HOW MATURITY IMPACTS OPERATIONAL EFFICIENCY

At every stage of the Observability Maturity Curve, Avocado integrates tailored aspects of observability, guiding your organisation from a reactive state to a predictive and innovative future. As you progress, each stage unlocks new capabilities, driving tangible improvements:

- Achieve end-to-end observability
- Deliver faster and minimise downtime
- Increase the capacity and capability of your people
- Optimise monitoring tools costs, with a focus on tool consolidation
- Align organisational people and improve efficiencies
- Drive increased revenue and reduce operational costs
- Optimise infrastructure spend
- Automate security pipelines and enhance focus on cybersecurity exposure
- Unify Observability and Security.
- Achieve sustainability goals and auto-remediate via AI.



Learn more about tool consolidation >

Learn more about unified Observability & Security >

Fast safe and secure equals long-term value

FAST, SAFE, SECURE = LONG-TERM VALUE

Climbing the Observability Maturity Curve with Avocado transforms your organisation into one that is fast, safe, and secure—delivering long-term value. Each stage builds upon the previous one, enabling operational efficiency and smarter decision-making:

- **From Reactive to Proactive:** Transitioning from reactive to proactive management enhances the ability to anticipate and resolve issues, reducing downtime and operational costs.
- **Optimising Processes:** As organisations move from foundational to optimised stages, they achieve better decision-making capabilities and cost efficiencies through integrated tools and data.
- **Innovating for Success:** At the predictive stage, the use of AI and automation drives innovation, ensuring a seamless, high-performing operation that supports long-term success.

DON'T SKIP ON DELIVERY

UNLOCKING THE FULL POTENTIAL OF YOUR PLATFORM

While the benefits of observability are undeniable, the journey to implementation can be complex if not aligned with strategic business objectives. Achieving observability maturity is about more than understanding where you are on the maturity curve—it's about knowing what you need and, crucially, how to deliver it. Effective delivery is the bridge between potential and performance, empowering your business to fully optimise its observability platform and achieve measurable outcomes.

In a fast-paced landscape where speed, efficiency, and security are critical, the way you deliver your observability initiatives can determine your success. Delivery is not just about implementation; it's about tailoring the platform to your unique needs, empowering your teams to use it effectively, and enabling the platform to evolve with your business. Without this alignment, organisations often face challenges such as fragmented IT environments, overwhelming telemetry data, and the absence of best practices. These obstacles, while daunting, are entirely solvable with a strategic and structured approach.

Avocado understands that successful delivery requires both knowing what to implement and how to execute it effectively. Our model focuses on aligning platform capabilities with your business goals, implementing best practices, and fully leveraging the features of observability tools. By prioritising swift implementation, effective change management, and continuous optimisation, we enable organisations to maximise ROI and unlock the full potential of their observability platform. Through knowledge transfer, we ensure your teams are equipped to independently manage and refine their observability practices, fostering a culture of proactive monitoring and data-driven decision-making.

To achieve observability maturity, organisations must adopt key principles:

Start with a Clear Strategy: Define objectives and establish a roadmap tailored to your business needs and system complexity.

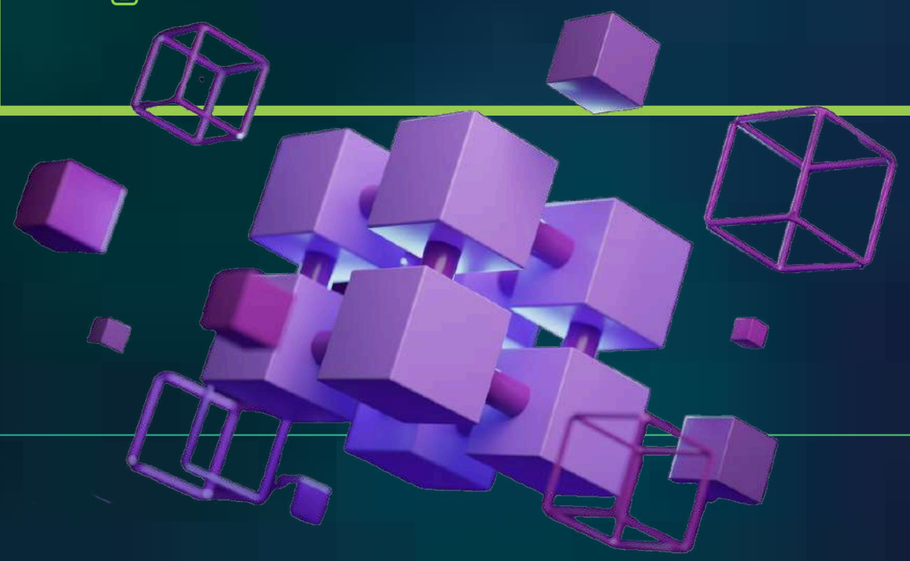
Ensure Comprehensive Data Collection: Capture metrics, logs, and traces across all systems for complete visibility.

Break Down Data Silos: Integrate observability across cloud, on-premises, and hybrid environments to eliminate blind spots.

Embrace Automation: Leverage AI and machine learning to detect anomalies and automate responses, reducing manual workloads.

Enable Cross-Team Collaboration: Foster a culture of shared responsibility across DevOps, IT, and business teams.

Continuously Optimise: Regularly review and refine observability practices based on insights and evolving requirements.



While implementing observability may require an initial investment, skilled expertise and strategic planning transform challenges into opportunities. With the right partner, organisations can not only know what they need but also master how to achieve it—streamlining operations, fostering innovation, and realising a strong return on investment. Observability then becomes not just a technological initiative but a strategic advantage.

STRATEGIC DELIVERY

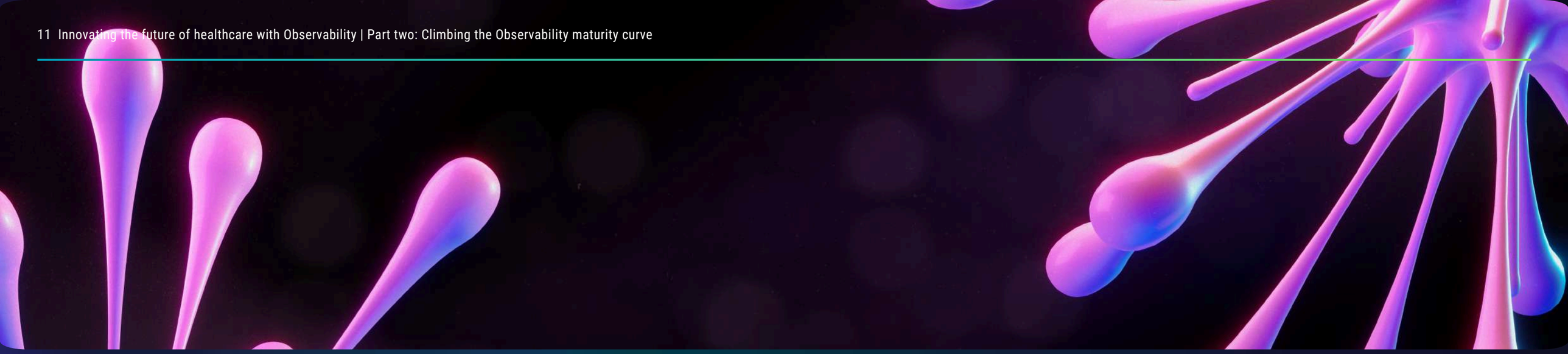
At Avocado, our approach to supporting Observability involves a structured change management process across three distinct phase:

Phase 1: We focus on **Change Development** by leveraging Dynatrace's robust automation capabilities to streamline resource management and boost operational efficiency. This involves implementing automated processes and harnessing AI-driven insights to ensure effective resource utilisation, leading to cost savings and increased productivity.

Phase 2: Delivery aligns with the **ADKAR model**—Awareness, Desire, Knowledge, Ability, and Reinforcement—complemented by a detailed plan for managing change to secure sustainable outcomes.

Phase 3: **Metrics,** employ data analytics to evaluate the performance of our change management strategy against established goals, integrating sentiment analysis to deliver both qualitative and quantitative insights.

By focusing on strategic delivery, we help your organisation move beyond mere monitoring, enabling you to leverage data for proactive decision-making, optimise operational costs, and enhance your overall IT resilience. With Avocado's support, your journey up the Observability Maturity Curve will be efficient, impactful, and aligned with your long-term business goals.



THE DIGITAL ERA OF HEATHCARE

In today's complex healthcare landscape, a robust Observability strategy is essential for addressing operational challenges and achieving strategic goals. By providing real-time visibility, proactive insights, and operational resilience, Observability enables healthcare organisations to adapt to evolving demands while delivering exceptional care.

From optimising patient experiences to safeguarding critical systems, Observability empowers the healthcare sector to deliver exceptional outcomes across the following areas:

- **Prioritising Member/ Patient-Centric and Value-Based Care**

Enhance the performance of member/patient-facing applications, streamline delivery, and connect IT performance to outcomes, driving patient/member satisfaction and loyalty.

- **Cybersecurity: Safeguarding Data, Privacy, and Fraud Prevention**

Protect sensitive patient data with unified security monitoring, AI-driven threat detection, and proactive fraud prevention to ensure compliance and maintain trust.

- **Building Resilient and Sustainable Supply Chains**

Leverage Observability to improve supply chain visibility, streamline logistics, and achieve ESG goals through sustainability tracking and carbon impact monitoring.

- **Optimising Workforce Planning and Well-Being**

Use predictive analytics and real-time monitoring to optimise staffing, reduce burnout, and maintain workforce efficiency during peak demand periods.

- **Embracing Advanced Digital Transformation**

Drive operational excellence by integrating AI, machine learning, and automation into IT operations, ensuring seamless delivery of digital and physical care.

By linking these strategic priorities to the Observability Maturity Curve, healthcare organisations can progress from reactive to predictive operations. This journey enhances efficiency, ensures resilience, and enables informed decision-making, making Observability a cornerstone of future-ready healthcare. Tools like Dynatrace are critical to implementing this approach, aligning operations with resilience, efficiency, and sustainable growth.

In today's dynamic healthcare landscape, operational resilience is critical. With complex systems managing everything from member experience and patient care to supply chains, observability provides essential end-to-end visibility. It empowers healthcare organisations to optimise processes, ensure compliance, and deliver seamless experiences. By offering deep insights into system performance, observability enhances agility, strengthens resilience, and supports growth through efficient operations.

The Observability Maturity Curve directly aligns with strategic priorities such as experience, cybersecurity and sustainable supply chains. Progressing from Reactive to Predictive stages enables healthcare organisations to streamline operations, improve decision-making, and proactively address challenges.

Achieving these benefits requires advanced tools like Dynatrace and a mature observability strategy. Moving up the Observability Maturity Curve is not just a technological upgrade but a strategic imperative, driving resilience, efficiency, and growth in an increasingly competitive healthcare environment.

ABOUT US

Avocado: Your Premier Dynatrace Partner

Since 2015, Avocado has proudly partnered with Dynatrace, a recognised leader in Gartner's Magic Quadrant for Observability. This long-standing collaboration is built on an aligned strategy and streamlined delivery, ensuring maximum value for our clients.

As one of the few consultancies in Australia to hold the Certified Professional badge, our team of industry-recognised delivery experts combines deep technical knowledge with extensive hands-on experience. Our certified consultants leverage Dynatrace to deliver innovative, world-class solutions tailored to your unique business needs.

Through our Observability and DevSecOps frameworks and implementation approach, we help you adopt best practices, optimise platform performance, and maximise your ROI. By staying at the forefront of Dynatrace advancements, we ensure our clients benefit from the most up-to-date knowledge and solutions.
With a commitment to creativity and pragmatism, Avocado delivers fit-for-purpose solutions that drive tangible outcomes—earning us recognition as Dynatrace Partner of the Year. Let us help you transform your Observability strategy and achieve operational excellence. Explore our Observability Services here.

Meet your Avocado Observability team

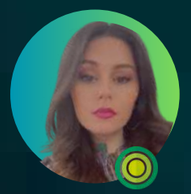
Zana Stojanovski
General Manager, Partner Solutions

Mo Chmais
Principal Dynatrace Consultant

Hayden Irish
Senior Dynatrace Consultant

Raymond McCullagh
Dynatrace Consultant

Swetha Muderasi
Dynatrace Consultant



Stefanija Tasevski
Dynatrace Consultant

READY TO REVOLUTIONISE HEALTHCARE WITH SMARTER OBSERVABILITY?

Whether you're new to Observability or looking to optimise your setup, we have tailored solutions for every stage. Start your free trial or book a review today.

START FREE TRIAL

BOOK A REVIEW

Start Your Free Trial Today and Experience the Power of Dynatrace

Curious about how Dynatrace can transform your Observability and IT operations? There's no better way to see its capabilities in action than with a free trial. Click the button above to get started.

Book a Review to optimise Your Dynatrace Environment

Already using Dynatrace or another Observability platform? Maximise its potential with an expert environment review. Our specialists will assess your setup to ensure you're leveraging the full capabilities of the platform. From optimising configurations to aligning with best practices, we'll help you achieve faster insights, improved efficiency, and better ROI. Ready to take your observability to the next maturity level? Click the button above to book now.

What's included in the review?

- Configuration health check and optimisation recommendations.
- Insights into missed opportunities or underutilised features.
- Tailored strategies to align with your business objectives.

For more information contact Avocado

Sydney Office
02 8905 0198
hello@avocado.com.au
Suite 10.05, 3 Spring St, Sydney NSW 2000

Melbourne Office
03 8640 9021
hello@avocado.com.au
Suite 2.03, 454 Collins St, Melbourne VIC 3000