rapdev | PREMIER DATADOG PARTNER | PARTNER OF THE YEAR 2020 | PARTNER OF THE YEAR 2022 | PARTNER OF THE YEAR 2023 | PARTNER OF THE YEAR 2024 | PARTNER OF THE YEAR 2025 | PARTNER OF THE YEAR 2026

— DATADOG EXPERTISE

Managed Datadog

Leverage RapDev's Datadog engineering expertise to manage and scale your environment, and get the most out of your observability investment

A **fully managed and hands-on** observability solution from RapDev

POWERED BY

- Proprietary analytics from RapDev's Platform Co-Pilot
- Our team of engineers & architects who've advised on 150+ environments

Hygiene

Improve the efficiency of your platform

We strategically build and manage your dashboards and monitors to minimize noise and provide the targeted, actionable insights you need.

Cost

Never be surprised by runaway costs

Our team and proprietary tools continuously monitor usage and strategically recommend ways to get the most out of the platform.

Scale

Grow Datadog according to best practices

We help your organization's adoption of Datadog grow efficiently according to best practices developed over 1000s of hours of engagements.

Enablement

Develop Datadog foundations & roadmaps

We enable your teams with office hours, tailored trainings, and targeted use cases and roadmapping for each team in your organization.

Fully managed Datadog + expert advice + optimized observability

Ready to get started?

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www.rapdev.io

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	KPI	DEFINITION	RESOLVE
Hygiene			
	Platform Governance Report	Weekly report delivery	1 report/week
	Agent Update	Agents updated to latest version	2 updates/year
	Stale Dashboard	Stale Dashboard (180 days since last view) review & removal	100%
	Monitors Muted	95% muted monitors review & remediate	95%
	Monitors w. No Notification	95% no notification monitors review & remediate	95%
	Monitors Not Fired	95% monitors not fired review & remediate	95%
Cost			
	Usage Tracker Report	Weekly report delivery to customer	1 report/week
	Cost Runaway	>10% increase over 8hr period	>10%
	APM Indexed Spans	>10% increase in 8hr period	>10%
	Custom Metric Alloted Usage	Action on >90% Custom Metric Alloted usage	<90%
	Custom Metric On-Demand Usage	Action on On-Demand Custom Metric	<0%
	Custom Metric MoM growth	Sustained MoM growth	<10%
	Unused Custom Metric	Identify top 100 unused metric by cost & by indexed count	Top 100
	Log Index Spike	>10% log index spike within a 24hr period	<10%
	Log Index MoM Increase	>10% log index MoM growth	<10%
	Billing Tagging	Billing associated to a team or app	95%
Scale			
	Monthly Usage Review	Platform usage review	1 meeting/month
	Chat & Support	Chat & Customer Support Portal Access	4hr response
	Dashboard Creation	Up to 5 dashboards/month w. 10 widgets	5/month
	Monitor Creation	Up to 10 monitors/month w. 2 metrics	10/month
	Office Hours	2 hours	2hrs/week
	Tag Strategy Adherence	Tags adhere to Tagging Standard	90%
	Log Pipeline Creation	Create up to 2 log pipeline/month w. up to 10 processors	2/month
Security			
	Public Dashboard	Review Public Dashboard & remove on approval	100%
	Unscoped App Key	Review & action on all unscoped App keys	100%
	Stale API Key	Review & action on all unscoped API keys	100%

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