

— CASE IN POINT | DATADOG + UTILITIES

Improving Grid Reliability by Monitoring the Technology Behind Operations

RapDev unifies monitoring across that layer, so teams detect failures earlier, investigate faster, and control telemetry spend

RapDev helps grid operators see more, triage faster, and index less

Challenge & Technical Solution	Business Impact	
Monitor the services and data interfaces behind SCADA, historian, metering, & outage platforms	95% ⁺	Coverage of agreed critical services & interfaces
Separate measurements from logs and tune aggregation, indexing, & retention	47%	Fewer Standard-indexed log events
Connect alerts to trusted asset, service, & ownership records	32%	Lower median initial triage time
Correlate repeated alerts & automate incident enrichment and routing	55%	Fewer duplicate support notifications
Schedule reports on platform health, data delivery, incidents, & audit evidence	8	Recurring operational reports automated

" Our control room and our cloud teams were looking at different pictures of the same grid. RapDev did not just move our data; they gave us one operational view. We now see a feeder fault and its downstream impact in the same place."

— Head of Grid Operations Technology, APAC Transmission System Operator

