

Active Resiliency

How to Manage Critical Tradeoffs Between Innovation and Reliability

The Production Readiness Gap

Today, organizations are increasingly struggling to effectively manage distributed systems. Significant tension has always existed between speed and quality. While new architectural and deployment models have led to an explosion of complexity, production readiness has not seen commensurate investment, leading to unplanned work that damages business health.

Key Business Problems

- How do we optimize reliability without sacrificing innovation velocity, especially as we depend on 3rd-party providers?
- Are we prepared to handle unknown unknowns? How do we minimize costs of coordination across distributed teams?
- Can we give teams (ITSM, DevOps, SRE) shared visibility and context into understanding customer experience?

Achieve Production Readiness

- Create, measure and maintain service level objectives
- Automate incident resolution tasks through chatbot and take the pain out of post-incident learning
- Gain unique insight into factors affecting reliability

KEY RESULTS

- [Eventbrite](#) improves MTTA by 10X
- [F500 Retailer](#) saves multiple hours per incident & postmortem (solution would otherwise require team of FTEs)

The Active Resiliency Approach

Active Resiliency operationalizes the principles of SRE to drive production excellence.

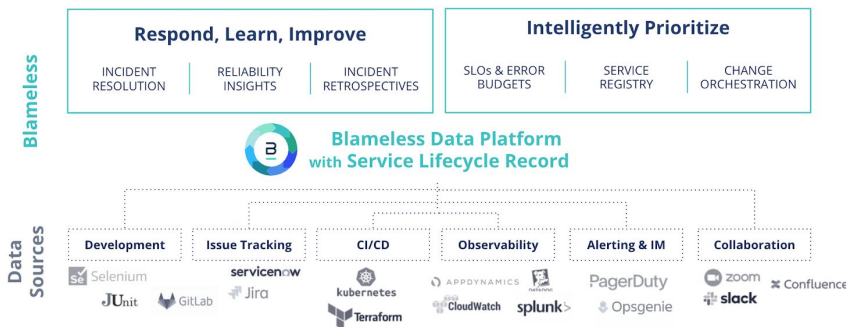
Future-Proof Your Digital Transformation with SRE

The shift to microservices, cloud, and hybrid operating models require technology teams to manage unprecedented complexity. Modern applications now have multiple points of failure across disparate and often siloed tools, teams, and processes.

As such, leading teams must embrace **Site Reliability Engineering** best practices to close the production readiness gap. By embracing a “shift left” approach to embed reliability and security into the software lifecycle, teams can deliver optimal customer experiences at scale.

Trusted by leading teams like Zapier, Procore, Citrix, Iterable, Checkr, Platform9, and more

The Blameless Platform



“The Home Depot prides itself on delivering top-tier customer service — in-store and online. Blameless arms us with the technology ammunition we need during an outage — right out of the box.”

— Jeremy Yates
Head of SRE
Home Depot

