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Blameless Product Overview

Solutions brief on the Blameless product capabilities.

Accelerate Production Excellence to Improve Business Outcomes

Key Benefits

➔ Resolve incidents faster with less context switching

➔ Standardize communication and improve collaboration both during and after an incident

➔ Automate real-time data collection minimize toil

➔ Unify service lifecycle data to improve production readiness and increase innovation velocity

Today, organizations are increasingly struggling to effectively manage complex socio-technical systems, when the performance of digital services is becoming more important than ever before. The rise of new architectural models such as microservices have led to an explosion of data, while rapid deployment models enable engineering teams to deploy faster than ever.

At the same time, data that isn't put into the right context is wasted, and production readiness has not seen similar levels of investment. This leads to reactive work and incidents that damage the health of the business.

To unleash productivity and mitigate business risk, **teams need a way to**:

➔ Abstract complex data into customer insights

➔ Automate guardrails and workflows

➔ Learn and improve from incidents

➔ Proactively invest engineering resources into the customer requirements that matter most

Blameless helps teams aggregate data and automate toil across the software lifecycle. As teams share unified context, they are empowered to treat incidents as unplanned investments and opportunities. By operationalizing Site Reliability Engineering best practices, Blameless helps software teams, leaders, and the business collectively embrace a culture of continuous improvement, do more with less, and protect their customers.

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Blameless: How It Works

1. **Unified Data Layer**
   Blameless integrates data from existing DevOps tooling, providing a unified view.

2. **Automated SRE Workflows** Automation workflows pull data from third-party tools into a centralized view, reducing toil and improving context.

3. **Production Insights**
   Insights are automatically collected during incidents, allowing teams to focus on analysis and reinvesting learnings.
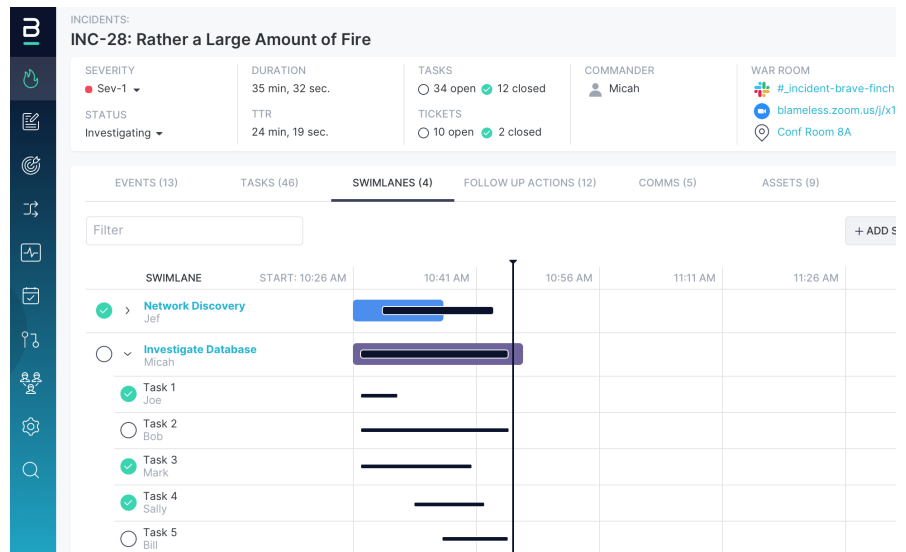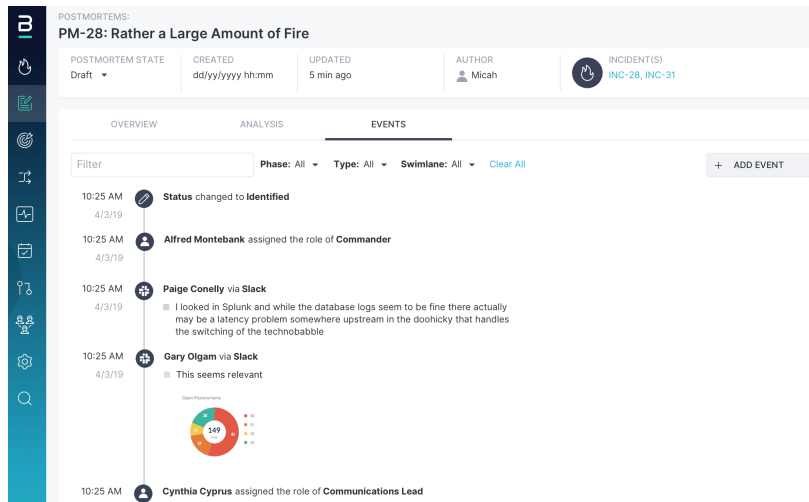
Respond, learn, and improve

The incident resolution and incident retrospective process are often chaotic and tedious. Many teams are too busy reacting to incidents to go deep into incident learnings that are crucial to decreasing toil. Blameless' automation and insights alleviate this pain.

Automated Incident Resolution

Blameless' incident resolution capabilities automate the plethora of manual, ad hoc tasks that must take place during incidents, minimizing the costs of coordination.

➔ Intelligent Chatbot: Automate incident coordination context, key tasks and workflows, and collection of key details.

➔ Runbook Automation: Standardize and scale incident processes with configurability such as role-based checklists, responses and runbooks for different incident types, and more.

➔ Swimlanes: Improve control over complex incidents by breaking them into sub-incidents.

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Incident Retrospectives

Blameless' incident retrospective features minimize the toil associated with incident analysis so teams can embrace a blameless culture that prioritizes learning.

➔ Automated timeline: Incident data is collected by the bot, facilitating deeper analysis while minimizing cognitive toil.

➔ Information standardization: The incident retrospective report is auto-populated to optimize shared context.

➔ Collaboration and commenting: Asynchronous editing and commenting capabilities, as well as templates and custom questions, simplify and accelerate learning.

➔ Actionability: Report on status of follow-up action items.
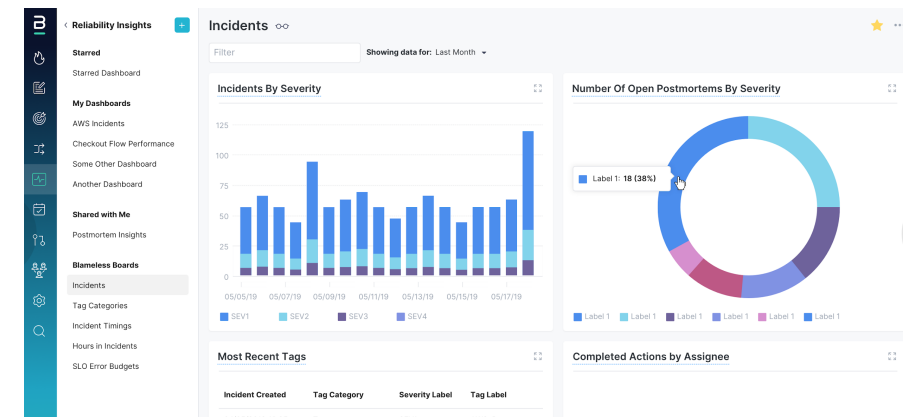
Reliability Insights

Reliability insights help leaders understand how to allocate resources to optimize software delivery. With query capabilities across a rich dataset of incidents, teams, and learnings, leaders gain key context from both custom and out-of-the-box dashboards.

➔ Insights dashboards: Out-of-the-box, best practice analytics allow teams to understand how reliability factors are trending.

➔ Flexible data queries: Query for patterns across your historical data and extract meaningful information from any dataset in your Blameless service records.

➔ Trending analysis: Blameless supports unlimited data retention, so teams can easily see how they are progressing over time.

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Centralize Critical Context

With complex socio-technical systems, learnings are often lost and diffuse across the system. But incident retrospectives, if done correctly, are incredible gold mines for learning. In order to get "more" out of incidents, stay on the same page, and prioritize improvements, teams need shared visibility and context across the software lifecycle.
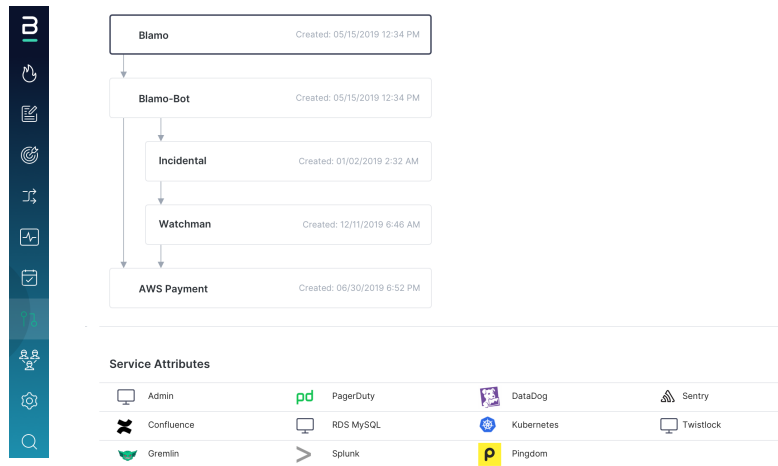

Service Registry

The Blameless services registry is a centralized catalog of your most important and dynamic technical assets: your services.

➔ Audit Trail: View historical data on team ownership changes, on-call changes, and more for a service.

➔ Production Operations Center: Establish centralized command and visibility with embedded links to key tools: observability, alerting, logs, runbooks, wikis, and more.

➔ Machine & Container-Level Metadata: Understand granular insights such as the containers a service is actively running on.

Blameless SLO Manager

Blameless' Service Level Objective Manager allows teams to quantify the tradeoff between innovation and reliability by focusing on customer journeys.

➔ SLOs and User Journeys: Map SLOs to a single backend service or distinct way your users interact with your product.

➔ Error Budgets & Burn Rate: Set thresholds to catalyze the right policies and workflows around error budget burn rate to proactively manage reliability needs.

➔ Observability Tool Integrations: Blameless' platform agnosticity ensures that you can plug in data from solutions like Prometheus, AppDynamics, and more.

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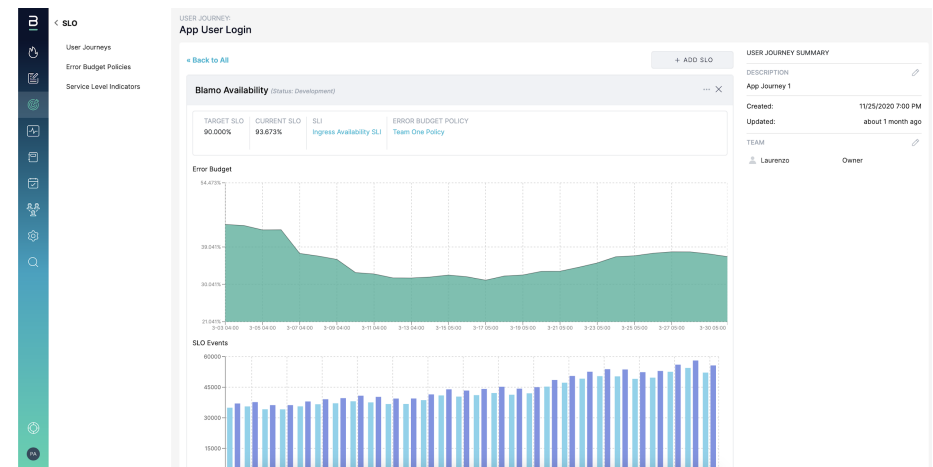
Why Blameless?

Many teams choose Blameless as a preferable option to building internal tooling to accomplish the goals of minimizing toil, mitigating risk, and improving production readiness, so they can focus their capacity on business-differentiating work. Blameless has helped leading organizations operationalize SRE best practices and embrace a culture of resilience and learning.

If your team is looking to do more with less, sign up for a demo here and learn how you can become Blameless.

"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. Blameless's convenient dashboards provide our engineers with role-based responsibility checklists, so we can efficiently resolve problems and get back online."

- Jeremy Yates, Head of SRE

"Blameless helps us give our clients a better customer experience across the board. Blameless's low barrier to entry and ease of use is ideal when we're confronted with an urgent situation and complex problems to solve. Our heightened response has helped create a culture where we are more effective at minimizing customer pain."

-Stephen Westerman, Sr. Director of R&D Operations

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