APPLICARE · BUYER'S GUIDE

AIOps & Synthetic Monitoring Buyer's Guide

A practical framework for evaluating modern observability platforms.

Why this matters

Reactive monitoring tells you something broke after customers feel it. Modern AIOps and synthetic monitoring shift teams to prevention — detecting, diagnosing, and resolving issues before they cause impact. This guide helps you evaluate platforms on the criteria that actually move MTTR, uptime, and cost.

Capabilities to evaluate

- **Synthetic coverage** — browser journeys, API checks, multi-step transactions, global probes.
- **Unified telemetry** — metrics, logs, and traces correlated, ideally OpenTelemetry-native.
- **AI root cause** — automatic correlation across signals and change events.
- **Auto-remediation** — runbook automation: restart, rollback, scale.
- **Alerting quality** — dynamic baselines and noise suppression, not static thresholds.
- **SLA & reporting** — independent, audit-ready availability evidence.

Questions to ask vendors

- How is root cause determined, and how is accuracy measured?
- Which remediations can run automatically, and how are guardrails enforced?
- Is the platform OpenTelemetry-native, or does it require proprietary agents?
- How is alert noise reduced in practice?
- What is a realistic time-to-value for a first journey and first auto-remediation?

Evaluation scorecard

Score each platform 1–5 on the six capability areas above, weighted by your priorities. Favor platforms that close the loop — from detection through automated resolution — rather than point tools you must integrate yourself.

Why Applicare

Applicare unifies synthetic monitoring, full-stack telemetry, and the ArcIn AI engine to detect, correlate, and auto-remediate — with OpenTelemetry-native ingestion and no vendor lock-in.

Want this tailored to your environment? Book a demo at applicare.arcturustech.com/support.html