Deep Tracing

Reduce Mean Time to Resolution (MTTR) by up to 80% with complete end-to-end visibility across applications and infrastructure.

With JioCloud Deep Tracing, enterprises gain full-stack observability into every transaction across all services to minimise downtime and deliver superior digital experiences.

The Challenge

- **Blind spots across microservices**
  Limited visibility across microservices makes it hard to spot where the problem starts, thereby driving MTTR (Mean Time to Resolution) up.

- **Too late to catch the damage**
  Reactive detection leads to identifying issues only after they have impacted users and business outcomes.

- **Fragmented tooling, fragmented insight**
  Disparate observability tools create visibility gaps and slow down resolution.

The JioCloud Solution

JioCloud Deep Tracing gives you a real-time lens into how requests flow across your applications - no matter where they run. Whether it's a container in Kubernetes, a VM in the cloud, or a hybrid setup, you get the full picture.

It traces every span, connects the dots between services, and highlights exactly where things go occur. Your teams can cut through the noise, respond faster, and rely less on assumptions. And because it works with the JioCloud Observability Suite, you can move from a spike in latency to root cause in just a few clicks - logs, metrics, traces, all in one place.

Key Features

- **Full-path visibility**
  Gain end-to-end traceability of every request across services with span-level insights to accelerate resolution.

- **Smart sampling**
  Optimise performance and costs with adaptive, tail-based sampling that captures critical data without adding system overhead.

- **Real-time service maps**
  Visualise service dependencies and performance issues as they unfold.

- **Advanced filtering**
  Find problem spans fast with filters by service, error code, duration, or tags.

- **Error and anomaly detection**
  Proactively detect anomalies and failed transactions in real time to minimise user impact.

- **Root cause tracing**
  Go straight to the source of slowdowns - whether it's infrastructure, a broken dependency, or bad code.

- **Exportable detailed traces**
  Export span-level trace records for audits, compliance, or RCAs.

- **Unified log and metric links**
  Unified access to logs, metrics, and traces in a single platform for faster root cause analysis.

What You Gain

■ **Resolve issues faster**
Accelerate incident resolution with correlated insights, reducing MTTR by up to 80% and improving SLA compliance.

■ **One view of everything**
Achieve a single-pane-of-glass view across APIs, infrastructure, services, and third-party integrations.

■ **More reliable systems**
Detect issues early and fix them before users feel the pain.

■ **Faster debugging**
Give developers and SREs the exact span they need to investigate.

■ **Fewer tools, better focus**
Reduce tool sprawl by consolidating observability into a single ecosystem for improved efficiency and focus.

Use Cases in Action

Track the full journey

From checkout to payment, JioCloud Deep Tracing traces the entire transaction journey across services to ensure reliability and speed.

Pinpoint the problem

If checkout is lagging, the tracer highlights exactly where it's stuck - maybe a delayed external API or a slow database call - so teams can proactively resolve issues before they impact revenue or user experience.

Cut through complexity

Span-level visibility lets you see what happened, where, and why - without guessing or toggling tools.
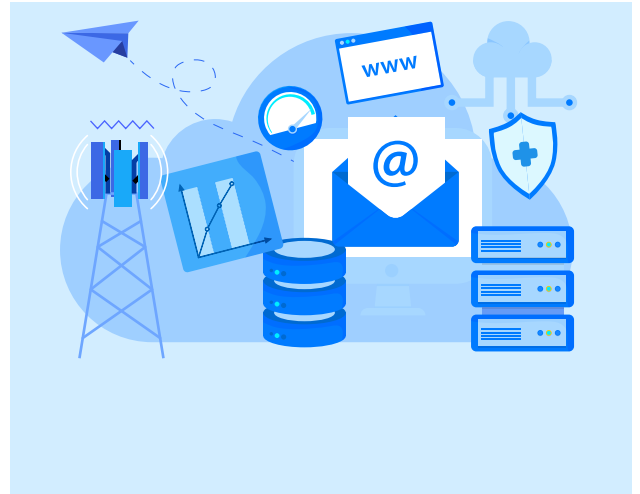
Stay ahead of impact

Spot issues before they escalate into cart abandonments, support tickets, or revenue loss.

Top Applications

Perfect for modern workloads that demand reliability, speed, and full-stack observability:

- Financial Services and Digital Banking – Ensure reliable transactions and meet regulatory compliance.

- E-commerce – Prevent checkout delays and reduce cart abandonment. **Original:** *Telecom service APIs*

- SaaS platforms

- Telecom – Maintain API performance and reliability at scale.

- Government and public sector portals.

Who It's For

- DevOps Engineers
- Site Reliability Engineers (SREs)
- Application Developers
- Platform Architects
- IT Operations and Observability Teams

Why JioCloud

- **Next-gen topology views**
Actionable Topology Maps – Visualise dependencies with latency, error rate, and throughput metrics overlaid for real-time decision making.
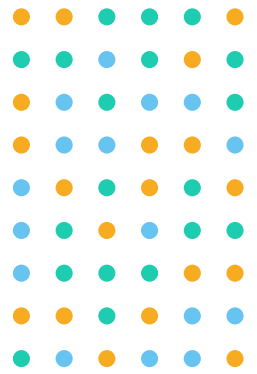
- **Trace-to-root in seconds**
Don't just see that something failed - drill into the exact span with a single click.

- **Part of the JioCloud observability suite**
Logs, RUM, synthetics, metrics, and traces - all in one place.

- **Built for Indian needs**
Compliance-Ready – Meets MeitY and CERT-In requirements, with hybrid deployment and air-gapped options for sensitive workloads.

JioCloud

Uncover hidden performance bottlenecks and accelerate resolution with actionable visibility.

JioCloud Deep Tracing helps you cut through complexity and solve issues faster - with visibility you can act on.

Reach us at **jpl.cloudsales@ril.com** or **visit website** to learn more.