



HERITAGE CONSUMER BRAND

Transform IT Visibility with Galileo: From Legacy Monitoring to Modern Observability

The Challenge

After years on a SolarWinds monitoring platform, the infrastructure team needed deeper visibility across VMware, Azure, Linux, Windows, and network environments. Frequent false positives, rigid configuration, limited service-level visibility, and rising licensing costs made modernization a priority.

Key Challenges

- Limited service-level visibility
- Reactive alerting and false positives
- Rigid legacy configuration
- Escalating renewal costs
- Limited flexibility and innovation

The Turning Point

During the proof of concept, Galileo identified previously undetected hardware failures — including failed power supplies on network devices — delivering immediate operational insight and validating the need for modernization.



Early in the POC, we were catching things like failed power supplies on network devices that we were completely in the dark on before. That was an eye-opener.

- Lead Engineer

AT A GLANCE



INDUSTRY

Global Consumer Brand



ENVIRONMENT

Hybrid IT Infrastructure



RESULTS

Faster triage, fewer false positives, lower costs

Results with Galileo

Operational Improvements

- ✓ Reduced false positives
- ✓ Faster incident validation and triage
- ✓ Near real-time infrastructure visibility
- ✓ Improved service-level awareness
- ✓ Simplified monitoring management

Business Impact

- ✓ Lower licensing costs
- ✓ Eliminated long-term renewal constraints
- ✓ Increased flexibility across tools and integrations
- ✓ Expanded observability capabilities

Rethinking Monitoring

Rather than replicating years of legacy configuration, the infrastructure team used the migration as an opportunity to redesign monitoring around system health, service awareness, and actionable visibility.

A Modern Observability Framework



Real-time
performance
visibility



Service-level
awareness



Precise,
actionable
alerting



Extensibility
for future
growth

Fully Operational in Six Weeks

Replacing a platform monitoring thousands of devices required close collaboration between the customer, Galileo, and ATS teams. Working side-by-side, teams translated requirements, redesigned alerts, prioritized rollout tasks, and completed the migration with minimal operational disruption.

Migration Highlights

- ✓ Daily engineering collaboration
- ✓ Alert redesign and optimization
- ✓ Prioritized implementation approach
- ✓ Rapid rollout with minimal disruption



Replacing your monitoring platform in six weeks is daunting. But by the end, it was incredible that we were fully up and running in that timeframe.

- Lead Engineer

More Than a Monitoring Platform

Beyond technology, the organization gained a collaborative partnership focused on continuous improvement and operational alignment.

Galileo engineers work directly with the IT team to explore enhancements, troubleshoot challenges, and continuously evolve monitoring capabilities as infrastructure needs grow.



We needed a partner that fit our organization — not just a tool, but a team we felt comfortable working with long term.

- Infrastructure Leader



Ready to Modernize Monitoring?

Galileo helps IT teams:



Reduce
alert
fatigue



Improve
service
visibility



Accelerate
incident
response



Simplify hybrid
infrastructure
monitoring



Build a stronger
observability
foundation



TAKE THE NEXT STEP

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