

From Fragmented Noise to Clarity: How The Telegraph Revolutionized Their Observability with Dash0



The Telegraph

⚠️ The Problem:

Alerts, logs, and metrics lived in different systems. Engineers had to manually join the dots during incidents.

💡 The Solution:

Dash0 unified logs and metrics in a single platform, allowing teams to monitor and investigate issues faster with Agent0 AI.

✅ The Result:

The team can now identify root causes in seconds instead of hours, with full visibility across 100% of website traffic.

Imagine managing the digital infrastructure for one of the world's most prestigious news organizations. Your team runs hundreds of services across multiple business areas. When an alarm goes off at 3 AM, you don't just need to know that something is wrong, you need to know exactly what is wrong, why it happened, and how to fix it immediately.

For Ciro, Director of Technology for the platform team at The Telegraph, this was daily reality: fragmented data, disjointed tools, and constant pressure to maintain flawless digital distribution. But what happens when your monitoring tools only give you half the picture?

The Challenge: Connecting the Dots in the Dark

Before partnering with Dash0, The Telegraph faced a significant observability hurdle. Ciro's team of engineers and Site Reliability Engineers (SREs) were responsible for maintaining the overall infrastructure for the company's digital cloud services. With hundreds of services running simultaneously, understanding performance wasn't about collecting data, it was about connecting it.

» When a service stopped running or had some issue, one of the big challenges that we always had was the clear understanding of what's actually going on. So, having just an alert going off is not enough. «

Alerts, logs, and metrics lived in different systems. Engineers had to manually join the dots during incidents, slowing down resolution and increasing pressure. They needed to move from reactive firefighting to faster, more informed decision-making.

The Solution: A Unified Pane of Glass

The Telegraph needed a platform that streamlined monitoring and investigation while reducing operational overhead.

Dash0 stood out for its holistic approach. Instead of jumping between tools, teams could monitor, investigate, and deep dive within a single interface.

» With Dash0, we have everything under one umbrella. When an alarm goes off, we can deep dive in the same tool and understand exactly what is happening. «

Logs and metrics became fully correlated in one pane of glass. But the real shift came with AI.

The “Killer Feature”: Agent0 AI

While the unified dashboard provided clarity, Dash0's AI capabilities brought efficiency to a new level. Ciro highlights **Agent0 AI** as a standout feature that revolutionized how the team approaches incident management.

» The Agent0 AI tool... is absolutely a killer function, killer feature. «

During internal workshops, Agent0 enabled even non-technical team members to understand complex system behavior.

» Even not deeply technical people can understand what's going on and explore possible solutions. «

By accelerating root cause analysis, Agent0 reduced time spent investigating issues and allowed engineers to focus on innovation instead of troubleshooting.

Seamless Onboarding and Collaborative Support

Migrating an entire ecosystem of digital services is rarely a simple task. Ciro initially worried about the pain of moving from their existing platforms to Dash0. However, the reality was pleasantly surprising.

» The entire process of onboarding... was easier than expected. «

A significant factor in this smooth transition was the collaborative nature of the Dash0 support team. They worked hand-in-hand with The Telegraph to ensure the migration was not just a “lift and shift” but an opportunity to clean up legacy processes.



» Another point I really would like to mention to whoever wants to approach Dash0 is their flexibility into meeting the customer expectation. Dash0 always delivers what they put in place in the roadmap. «

The Result: Efficiency and Empowerment

Today, The Telegraph's engineering team operates with a newfound efficiency. The adoption of Dash0 has been widely accepted across the team, even among those not directly involved in the migration. The benefits are clear:

Unified Observability:

Logs, metrics, and alerts are now under one roof.

Faster Triage:

Agent0 AI helps quickly identify root causes.

Customization:

Dashboards are tailored to specific use cases for better relevance.

Cost Efficiency:

Streamlined tools reduce overhead and wasted engineering hours.

Ciro summarizes the shift simply: "Enhancing the capability of the investigation in issues and mitigate the issues in production."

Website performance is business-critical for The Telegraph. Before Dash0, heavy sampling meant they monitored only a fraction of traffic, creating blind spots in the user experience. With Dash0, they now capture 100% of website traffic. Intermittent errors and localized performance dips no longer go unnoticed.

The real breakthrough is unified visibility. They can trace a single user's journey from a frontend click through the entire backend infrastructure in one seamless interface. What once took hours to diagnose can now be identified in seconds, ensuring readers always have uninterrupted access to the stories that matter.

Ready to Transform Your Observability?

For teams evaluating their current monitoring stack, Ciro offers one piece of advice: "It's an efficient tool which makes teams more efficient to work on."

If your organization is tired of joining the dots between fragmented tools and wants to empower engineers with next-generation AI observability, it might be time to follow The Telegraph's lead.

Experience the difference of a unified, AI-driven observability platform.

Start your free trial with Dash0 today

