AWS Account Observability

Customer Challenge

Landing Zones often become victims of their own success. Despite being powered with the best of intentions, demand and rapid scaling can make it hard for your team to focus on the North Star.

Let's look at an example...

Contino worked with a large UK enterprise who had rapidly built out a Landing Zone, with about 50 accounts, and a number of production workloads. They had hit Product Market Fit (when the product is being pulled, rather than pushed)—a critical inflexion point.

But system entropy was catching up with them:

They had a platform team backlog measured in years, coupled with an inability to prioritise between new features and supporting existing functionality	All the feedback was being captured, but it became impossible to understand what the best next feature was	Fundamentally, they didn't know how to maximise business impact as the landing zone continued to scale

The customer knew the wider strategic movements within the business were going to require numbers at least 10x the current size. However, they were unable to prioritise between feature, defect, risk and debt...

Introducing Flight Controller:
The Account Observability Solution by Contino and AWS

Flight Controller for Landing Zones allows you to measure, track and report the business impact of your Landing Zone on AWS.

Architected by Contino from our experience working with the world's leading regulated enterprises, Flight Controller is the key to scaling the delivery of your Landing Zone whilst maximising business value.

By building out a data-driven approach to Landing Zone health and impact, it enables your team to:

- Make **informed decisions** about where to focus their efforts
- **Understand** how their cloud adoption is progressing
- Ensure that **value stream aligned teams** are genuinely enabled

Built from AWS managed services, the **metric collecting and dashboarding comes with a near-zero total cost of ownership (TCO)** and can fundamentally change how a team operates and understands their Landing Zone.

Based on the **Site Reliability Engineering** cornerstone of Service Level Objectives (SLOs), you convert implicit expectations into precise requirements and change the conversation from *'What do you need to build?'* to *'How well does it need to work?'.*

As you grow your platform, Flight Controller is simple to extend allowing you to measure, for example:

- Account vending SLO
- User creation and access SLOs
- Patching status across the entire estate
- Compliance framework adoption
- AMI usage
- Infrastructure as Code adherence

- The four State of DevOps Report metrics:
  - Deployment Frequency
  - Lead Time for Changes
  - Change Failure Rate
  - Mean Time to Recovery
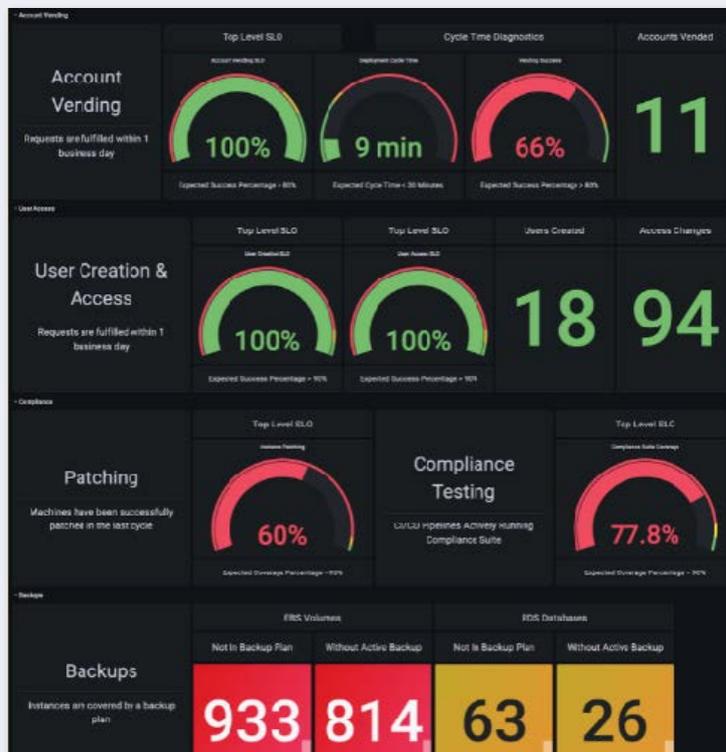
Flight Controller Dashboard

Business Outcomes with Flight Controller

Partner with Contino to leverage our experience helping regulated enterprises across the world undertake digital transformations that truly deliver.

- **Bring clarity** to what your Landing Zone offers your users, and empower the team to make informed priority decisions
- **Embed a data-driven culture** at the heart of your cloud adoption journey
- **Maximise the impact** of your Landing Zone by having the right conversations across your business

Get started with Flight Controller today