



The mAgIc of data

Autonomous Operations for Critical Infrastructure

*We eliminate service outages and reduce
MTTR to minutes through advanced
observability and Agentic AI.*

“ A system outage is not just an IT failure; it means lost revenue and diminished customer trust. Today, alert fatigue traps your best engineers in a constant firefighting cycle.

Datadope breaks this cycle with an intelligent observability platform that unifies infrastructure, applications and business insights. We automate incident detection, diagnosis and resolution to deliver the 99.9999% resilience demanded by today's digital businesses. ”

1 Who we are The DNA of Datadope

Datadope is a Spanish technology company specialising in **advanced observability** and **Agentic AI for IT Operations**.

Founded by SRE engineers with extensive experience managing large-scale critical environments.

We develop our own technology to solve the most complex challenges in real-time visibility and operational control. We don't deliver conventional monitoring software; we provide the ultimate advanced observability platform, bringing infrastructure, applications and business together through a single source of truth. The result is the perfect combination of **deep technical expertise** and a **pragmatic, ROI-driven approach**.

Industry leadership and recognition

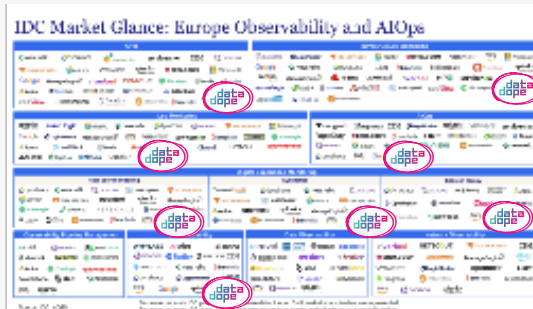
Datadope is recognised among **Europe's leading observability companies**, with validation from the world's most influential analyst firms:

Gartner

“ Datadope is at the forefront of the market. Datadope's approach is based on the premise of extracting value from infrastructure, application and business data. Customers are beginning to see these products less as monitoring solutions and more as data lakes for operational telemetry and other data, to which advanced analytics and AI are applied in order to gain insights.

IDC

Datadope strengthens its leadership position: recognised by IDC in 8 observability and AIOps categories.



2 *Our goals* Mission and vision



Mission

We transform operational data into **context, insights** and **actions** that enable organisations to run more **resilient, efficient** and **well-governed systems**.



Vision

To lead the **global transition** towards autonomous, AI-driven infrastructure operations, where system **failures** are predicted and **self-healed before they impact the business**.

3 *Where we head to* Industries and references

Datadope has **extensive experience** working with leading organisations operating in **highly complex technical environments** across multiple industries, including:

Finance and
Healthcare

cetelem

Sanitas

NORMON

Telecommunications

vodafone

+

tpg

iinet

LEBARA

AVATEL

Energy and Utilities

repsol

Retail and
Consumer Goods

BM

AHORRAMas

Dia

%

Infrastructure
and Services

ferrovial

FCC

4 Our Product portfolio

Datadope's technology strategy is built around four core solutions that cover the entire lifecycle of a company's digital and operational health:

METRICS OBSERVABILITY

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The foundation of complete visibility. Unlike traditional tools that only display isolated technical data, this solution connects technical infrastructure with key business indicators (KPIs). **Machine Learning** algorithms proactively predict anomalous behaviour, enabling a true end-to-end view of the organisation. The result is business optimisation that reduces operational costs by up to 30% and accelerates incident resolution times (MTTR) by as much as 80%.

METRICS SYNTHETIX

[LEARN MORE](#)

Focused on proactively protecting revenue and customer experience. Through **synthetic monitoring**, the solution accurately simulates how real end users interact with websites, applications and critical sales processes. This enables performance issues and process errors to be detected in under five minutes, long before they impact customers. Thanks to Synthetix, organisations can reduce digital channel downtime by up to 80%.

METRICS SMART OPS

[LEARN MORE](#)

The evolution towards AI-driven Intelligent Operations. This **multi-agent AI** platform acts as an elite team of experts available 24/7. Its agents use causal reasoning to understand the true root cause behind every issue, eliminating endless war rooms. Smart Ops automates repetitive manual work (toil) and instantly generates post-mortem reports, returning 17 hours per week to every engineer while reducing MTTR by 66%.

METRICS TELCO XPERIENCE

[LEARN MORE](#)

A specialised solution for the telecommunications sector. It uses AI to measure and predict the real user experience across fixed, mobile and Wi-Fi networks. By identifying service degradation before customers notice it, organisations can proactively detect churn risk and optimise customer support costs. The solution has demonstrated a 54% improvement in NPS (Net Promoter Score) and a 20% reduction in network-related complaints.

5 Discover the Customer benefits

Working with Datadope delivers **direct competitive advantages** that impact both **business performance** and **technical efficiency**.



Protect your revenue from technical failures

Reduce the **true cost of downtime** and resolve incidents faster before they put revenue, service continuity and reputation at risk.



Reduce Operational Costs and Complexity

Eliminate inefficiencies, **reduce MTTR by up to 80%**, and maximise the performance of your operations without adding more tools or increasing the burden on your teams.



Unlock More Value from Your Technical Talent

Free up to **17 hours of engineering time every week**, reduce toil, and enable your most critical teams to focus on improving the platform instead of firefighting.



Protect Customer Experience and Prevent Churn

Detect performance degradation earlier, respond faster, and **prevent poor user experiences** from turning into complaints, customer churn or loss of trust.



Build Predictable and Resilient Operations

Strengthen the resilience of your most business-critical services with **availability** levels of **99.9999%**.

Discover our Success stories

Our methodology and technology have been validated in large-scale environments.
These are some of the milestones achieved by our customers.

Engineering at Scale for Retail

Handle over **1 million metrics** per minute during peak trading periods while reducing **hidden operational costs**.

[VIEW RETAIL CASE](#)

NetOps – Vodafone Australia

Reduce invisible service disruptions across logistics platforms, increasing **customer NPS by 54%**.

[VIEW VODAFONE CASE](#)

Digital Experience - Sanitas

We identify **performance issues** across the login and authentication journey before they reach production and impact users.

[VIEW SANITAS CASE](#)

Flexxible

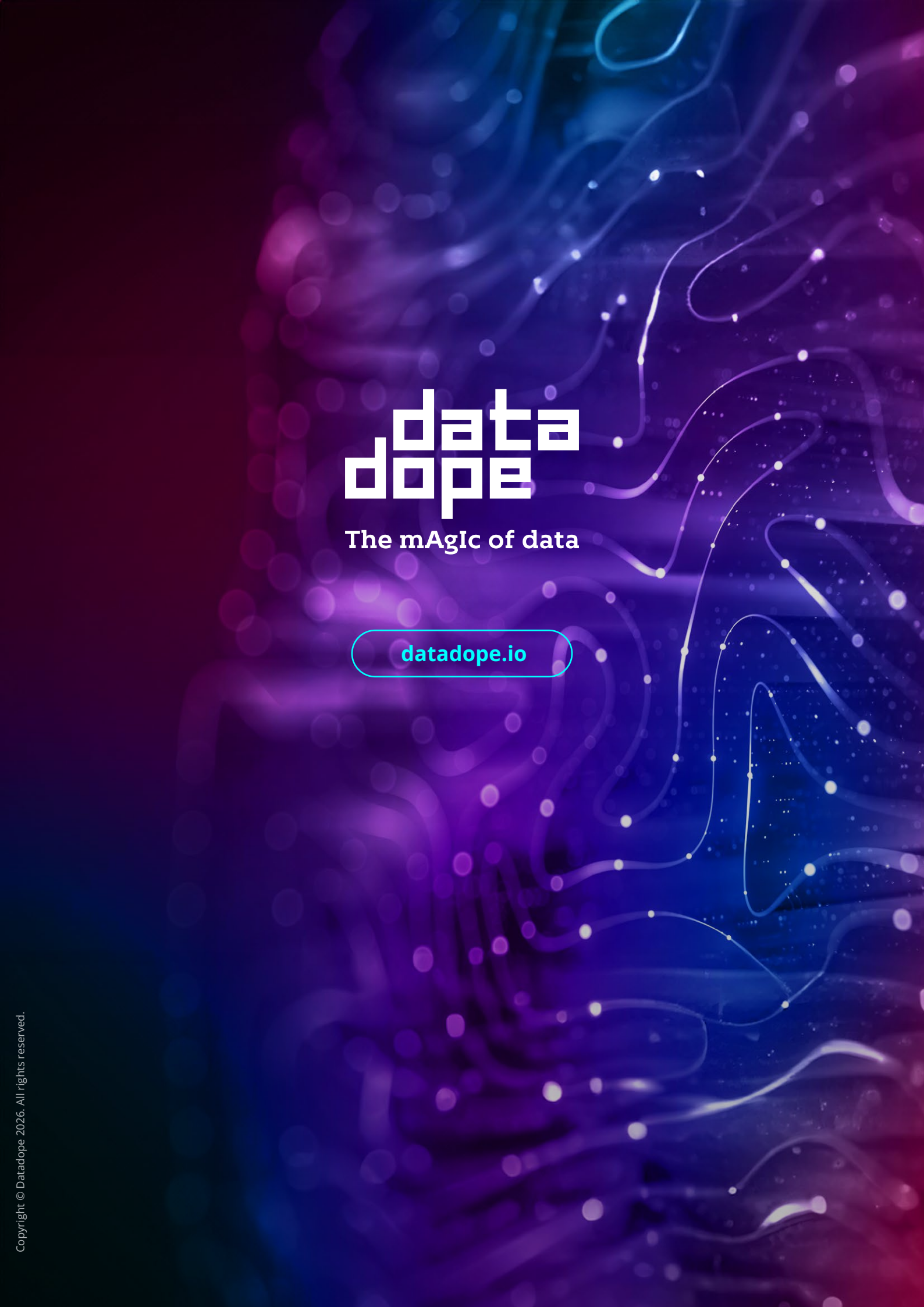
Achieved the **99.9999% availability** standard across its critical technology solutions.

[VIEW FLEXXIBLE CASE](#)

Global wind energy company

Monitors four million metrics per minute in real time using open-source solutions optimised by Datadope.

[VIEW ENERGY CASE](#)



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