

OBSERVABILITY INSIGHTS

Unified observability for AEM Managed Services

Observability Insights (formerly Synoptryx) gives customer teams and Adobe shared operational view of application performance and infrastructure health across AEM environments.

From signal to understanding - Instead of piecing together data from separate monitoring tools, teams can use correlated telemetry to see what is happening, where it is happening, and what to investigate next.



Why it matters

AEM environments can involve multiple tiers, hosts, services, and transactions. When performance degrades, the key question is not simply whether something is slow, but what changed, where the problem sits, and whether application behavior or infrastructure health is contributing. Observability Insights brings these signals together so teams can investigate with evidence rather than manual correlation.



Already onboarded

Your Dev and Stage environments have already been onboarded to Observability Insights, so your teams can use the platform to explore application and infrastructure telemetry in those environments.

What you can see



Application performance

Trace AEM transactions, inspect performance patterns, review JVM behavior, and follow requests into the application stack to help pinpoint bottlenecks and errors.



Infrastructure health

Monitor CPU, memory, disk, network, and process activity across managed Author, Publish, and Dispatcher infrastructure to identify resource constraints and capacity signals.



Operational correlation

View application and infrastructure telemetry together, giving customer teams and Adobe Managed Services a common operational context during investigations and incident response.



Faster investigation

Use transaction analytics and correlated telemetry to move from a symptom to supporting evidence more quickly, helping reduce investigation time and improve operational efficiency.

Questions the platform helps answer

Author / Publish

Is the issue affecting Author, Publish, or both?

Application / infra

Is the issue application or infrastructure related?

Transactions

Which transactions or endpoints are contributing to latency or errors?

Environment / host

Is the issue isolated to an environment, tier, or host?

Change point

What changed and when?

Included with AEM Managed Services

- Dedicated Observability Insights account
- Monitoring for Author and Publish environments
- Application Performance Monitoring (APM)
- Infrastructure monitoring across managed hosts
- Read-only customer access through Adobe IMS
- Adobe-managed provisioning, instrumentation, and maintenance
- Up to 30 days of operational telemetry retention

Customer experience

Customer teams receive access to dashboards and telemetry through Adobe Managed Services, while Adobe continues to manage provisioning and platform maintenance. This creates a shared evidence base for day-to-day monitoring, troubleshooting, and incident response.

For access: Contact your Adobe Customer Success Engineer (CSE) for provisioning. Once access is granted, sign in with your Adobe IMS account.

Detailed Product Documentation

experienceleague.adobe.com/en/docs/ams-observability-insights/content/overview

Built for operational confidence