

## Beyondsoft AIOps: AI-Powered IT Operations

Beyondsoft offers a transformative AIOps program designed to empower organizations to orchestrate their IT operations with AI-powered agentic capabilities, leveraging the cutting-edge platforms of Azure AI Foundry and Azure Kubernetes Service (AKS). This program enables businesses to transition from manual, reactive IT management to a proactive, automated, and intelligent operational model. Through a consultative approach, strategic implementation of AI Agents, and continuous optimization, this program helps teams innovate, dramatically reduce operational costs, and achieve a state of non-stop, 24/7 operational excellence.

### What is AIOps?

AIOps, or Artificial Intelligence for IT Operations, is a specialized offering that integrates artificial intelligence to automate and enhance IT operations. The program is designed to help organizations to increase SLA and reduce cost, by revolutionizing how they monitor, manage, and optimize their IT infrastructure and applications. By leveraging Azure AI Foundry, we equip your teams with industry best practices, expert guidance, and continuous support for building and operating a highly autonomous and intelligent IT environment.

Our services cover the complete AIOps lifecycle, from initial assessment and strategy to the deployment and continuous improvement of AI-driven operational models. The approach integrates an in-depth analysis of your current IT landscape, the design of a customized AIOps architecture, the development of AI Agents, and the seamless integration of these Agents into your daily operations.

### What services are included?

After an initial alignment to understand your organization's needs and priorities, the following services and solutions are delivered to support your transformation:

- **IT Process Assessment and Prioritizing**

The first stage consists of a collaborative assessment of your current IT operational processes. We work with your teams to identify and map out existing workflows, from incident response to routine maintenance. Our focus is to pinpoint processes that are prime candidates for AIOps, prioritizing those with **low risk and high potential for impact**. This strategic selection ensures that we deliver measurable value quickly and build a solid foundation for broader AIOps adoption.

- **Define KPIs to Support ROI Analysis**

To demonstrate the value of your AIOps investment, we establish a clear framework of Key Performance Indicators (KPIs) tailored to your business objectives. These

KPIs will measure improvements in areas such as Mean Time to Resolution (MTTR), incident volume, operational costs, and staff productivity. By tracking these metrics, we provide a continuous and transparent **Return on Investment (ROI) analysis**, giving you clear visibility into the financial and operational benefits of the AIOps program.

- **Augment Level 1 Support with AI Agents**

Our AIOps program is designed to **both empower your existing IT staff and modernize your operational backbone**. We augment your Level 1 support team with AI-powered agentic capabilities that automate repetitive, low-level activities, streamline initial incident triage, and deliver real-time insights and recommendations. In parallel, we design and implement a robust AIOps platform leveraging Azure AI Foundry and Azure Kubernetes Service, establishing the required infrastructure, operational integrations, and AI agent development environments. Fully connected to your current monitoring, ticketing, and IT management tools, this unified ecosystem enables seamless workflows, data-driven decision-making, and a more responsive, efficient, and motivated IT organization focused on higher-value work.

- **Maturity Assessment and Roadmap**

**AIOps is a journey, not a destination.** Our approach is centered on measurable business value: we begin by assessing your organization's current AIOps maturity and benchmarking it against proven industry standards. From there, we define a strategic roadmap designed to continuously increase operational impact—reducing costs, improving SLAs, strengthening resilience, and unlocking higher levels of automation over time. This roadmap guides your evolution from initial automation to predictive and ultimately autonomous operations, ensuring every step directly supports your long-term business objectives and delivers tangible outcomes.

## How does the program work?

The program follows a structured methodology with well-defined phases, ensuring value delivery at every stage:

1. **Initial Alignment:** We understand your organization's needs, define the priority areas for AIOps implementation, and establish the objectives and success metrics of the program.
2. **Assessment and Planning:** We conduct a detailed assessment of your IT environment, analyzing your infrastructure, applications, and operational processes. Based on this assessment, we define a detailed AIOps implementation plan, including timeline, required resources, and cost estimates.
3. **Implementation and Integration:** We implement the AIOps platform, integrate it with your existing systems, and develop specialized AI Agents.



4. **Validation and Go-Live:** We perform end-to-end testing and validate the solution in your environment before going live, using your historic tickets. After validation, we execute the go-live, using a Human-in-the-loop approach in the first months and closely monitoring the performance and stability of the AIOps platform.
5. **Results Demonstration:** We present the metrics, outcomes, and success stories achieved through the AIOps implementation, demonstrating the value delivered and opportunities for future improvements.

## What benefits does the offering provide?

The AIOps program delivers a series of tangible and measurable benefits to the organization:

- **24x7, Non-Stop Operations:** AI-powered agents work around the clock to monitor, manage, and remediate IT issues, ensuring the continuous availability of your services.
- **Reduced Operational Costs:** Automation of manual tasks, optimization of resource consumption, and reduction of downtime result in significant operational cost savings.
- **Improved Reliability and Resilience:** Proactive issue detection and automated remediation dramatically improve the reliability and resilience of your IT infrastructure and applications.
- **Enhanced Performance and Efficiency:** Predictive analytics and continuous optimization ensure that your IT environment is always running at peak performance.
- **Knowledge and Enablement:** Your teams gain deep knowledge of best practices for AIOps, enabling them to lead future transformation initiatives.

## Additional Details

The program is flexible and tailored to the needs of each organization, with all terms, conditions, scope, and pricing customized for each client and subject to acceptance prior to initiation. Beyondsoft works in partnership with your organization to ensure the success of your AIOps transformation, aligning with your business objectives and existing operational constraints.