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AI Driven IT Operations

For the Always On Digital Enterprise

Gartner. 2018
CoolVendor

Emerge
50
Awards

NASSCOM®

Gartner.
Market Guide for
AIOps Platform

CISCO
LAUNCHPAD

Use Cases

Challenges

- Complex application workflows with inter dependencies on custom applications, third party applications and other touch points.
- Frequent issues of unplanned outages and performance issues. No real time visibility into business transactions
- COTS tools lacked customisation features for end to end views, SLAs and reports
- Lack unified monitoring to entire IT infrastructure.
- No root cause analysis to frequent connectivity failures.
- Dynamic environment with constant changes to various components leads to lots of rework, time and efforts.
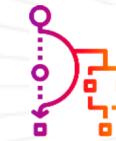
Solution

- Integrations of application logs across all touch points
- Custom adapters built for specific custom and third party application logs
- Contextual alerts and temporal correlation built for environment nuances.
- Real time visibility viewed into all the application traffic flows.
- ISP SLA integration with an automated setup.
- Role based access for different teams.
- Identify the right data sources for ingestion as adapters had to take in data across many touch points.

Business specific dashboards

Big Data IT Operational Data Lake

Anomaly detection

Outcome

Avoid Silo-ed tools

Increased Productivity

Unified Views

Instant Problem Detection

Customised Reports

Automation of routine activities
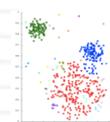
Accurate SLAs for faster action

Machine Learning based Anomaly Detection

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THANK YOU