



How Artificial Intelligence for IT Operations (AIOps) Can Bring Benefits To Modern Enterprises

Featuring **CloudFabrix** AIOps Platform

IT Under Pressure from All Stakeholders

Amidst Growing Business Demands and Rising IT Complexity

Emerging digital IT paradigm shifts like Multi-Cloud, Microservices & Containerization, and Software Defined Datacenter etc. are creating compelling new opportunities for IT leaders. However, these same paradigm shifts have also led to drastic increase in IT assets, numerous operational tools, and exponential growth of data, creating challenges in following 3 key areas.

Ever increasing IT operational alert & event noise

Alert noise is a growing concern for most organizations, as it impacts IT productivity as well as hampers IT's ability to attend to real alerts in a timely manner. False alerts are generally defined as alerts which are not actionable, repetitive or redundant.

- Hampers IT productivity
- Risk of missing real alerts
- NOC tickets are not actionable
- Alerts missing app or service context
- No standard model for alert data
- Hard to tune multiple tools

82%
of IT help desk
tickets are **not** actionable

\$1.27_{M/Yr}
cost of alert noise
(False Alerts)

Complex & lengthy IT problem resolution process

On the other hand, Network Operations Center (NOC) engineers and service desk personnel are tasked to process numerous incidents that require them to perform various diagnostic activities, manual operations, repetitive tasks, opening up multiple dashboards, verifying metric and log data from multiple tools. In many cases, the process also involves coordinating with other IT personnel or creating a war room.

- Need to perform many manual or repetitive tasks
- Lack of application and asset lifecycle context
- Too many touchpoints
- Lack of readily available relevant metrics, logs
- Delays due to coordination with other IT teams
- Unable to easily address repeat or similar incidents

79%
reported that adding more IT staff
to address IT incident management
is not an effective strategy

\$10,700
average IT labor cost per
performance incident

Unable to predict IT service degradations & outages

Traditional tools focus on metrics and log monitoring, and are not effective in predict impending issues or detect abnormal and anomalous behavior based on usage patterns or leading indicators.

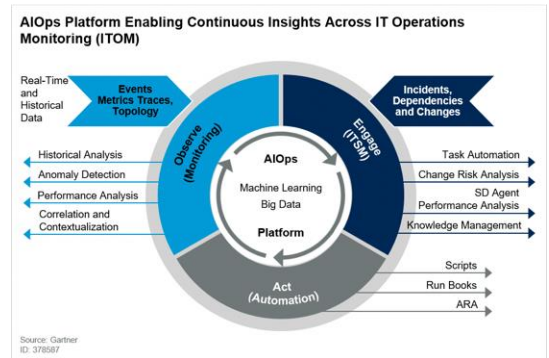
- Work on problems that matter most?
- Clearly see what is causing the problems?
- Proactively detect issues and prevent problems?

34%
of IT service outages are
directly impacting revenue

71%
average increase in revenue
loss per 1 hour of downtime
over the last 18 months

AIOps to the Rescue

IT organizations are turning to **Artificial Intelligence for IT Operations (AIOps)** to enable swift and **contextualized decision-making** across IT estate by operating on large varied and volatile data. Among the IT, operations teams find the most use for AIOps, followed by ITSM and DevOps functions. Common data sources to AIOps platforms include events, alerts, metrics, traces, flow-data, tickets or incidents. AIOps platforms comprise of multiple capabilities that address cross-domain data ingestion, analytics, pattern recognition, correlation, root cause identification, anomaly detection and task automation. IT organizations begin with one use case (like event correlation) and then expand to broader use cases, allowing platforms, processes and people/skills to mature over-time.



Introducing CloudFabrix AIOps Solution: OpsDimensions

CloudFabrix offers OpsDimensions domain-agnostic AIOps platform suite, to enable IT to evolve into predictive digital IT operations in phases, while realizing immediate benefits with common problems related to event noise and incident response. OpsDimensions consists of 3 featured apps, Alert Watch, Incident Room and Stack Watch, which can be deployed individually or in unison, as a suite for to realize more value. CloudFabrix also offers a set of optional core apps to provide better observability and visibility (enterprise discovery, performance monitoring, log & event monitoring) for environments that have data quality gaps or legacy tools that are ripe for replacement. OpsDimensions is available as SaaS and On-Prem deployment.



Alert Watch

- Centralized store for disparate alerts
- Reduce alert volume by up to 90%
- Increase actionability of Alerts
- Auto correlate n-different sources
- No tagging or instrumentation of tools

Incident Room

- Diagnose and resolve incidents swiftly
- Instantly view key metrics and logs
- Identify anomalies and notable metrics
- Automated knowledge mining
- Automate diagnosis/repair with RPA

Stack Watch

- Observe leading indicators
- Predict impending IT problems
- Forecast future usage with ML models
- Key observations for critical services
- View & track stack-centric outcomes

Why CloudFabrix

Current AIOps solutions suffer with limitations that delay time to value due to lengthy integrations, instrumentation or re-tooling, manual tagging and correlation rules. They also lack the full asset or service relationship context and offer limited incident resolution help. All this hampers progress and reduces time to value. Only CloudFabrix provides automated correlation with native asset intelligence & service dependency mapping, along with Just in time Full stack resolution, Root cause analysis & problem resolution.

Key Benefits Delivered

