Av3ar | ITOps

Exploit Artificial Intelligence to Gain Agility, Speed and Scale into Your IT Operations

Perpetuuiti™

Resilience Redefined...

Today's IT operations (ITOps) are challenged by the opposing forces of cost reduction on one hand and increasing operations' complexity on the other. The complexity of operations can be defined across the three dimensions of volume, variety and velocity. A trade-off in any of these dimensions will prove costly given the insights required by a modern digital business. Manually aggregating, analyzing and acting on this ever-increasing data is becoming increasingly difficult for IT operations teams, which can mean significant delays in identifying and solving issues.

The forces of digital business transformation are necessitating a change to traditional IT management techniques. Consequently, we are seeing a significant change in current IT Ops procedures and a restructuring in how we manage our IT ecosystems.

Successful digital transformation requires **Artificial Intelligence for IT Operations or AIOps**.

Key Challenges in Managing Today's IT Operations

⇥ Manual Management of Complex and Heterogeneous IT Infrastructure

IT environments of present include managed cloud, unmanaged cloud, third party services, SaaS integrations, mobile, and more. Traditional approaches to managing these complex and heterogeneous infrastructure don't work in dynamic, elastic environments. The complexity of just the hardware and software infrastructure in most environments defies monitoring by a single vendor. Tracking and managing this complexity through manual, human oversight is no longer possible.

⇥ Ever-Increasing Amount of Data that ITOps need to Retain

Monitoring of app/service performance is generating exponentially larger numbers of events and alerts. Service ticket volumes experience step function increases with the introduction of IoT devices, APIs, mobile applications, and digital or machine users. Again, it is simply becoming too complex for manual reporting and analysis.

⇥ More computing power (that can be taken advantage of) is being added from outside core IT

These days it has become a lot easier for line of business (LoB) functions to build their own IT solutions and applications by adopting cloud infrastructure and third-party services. Control and budget have shifted from the core of IT to the edge.

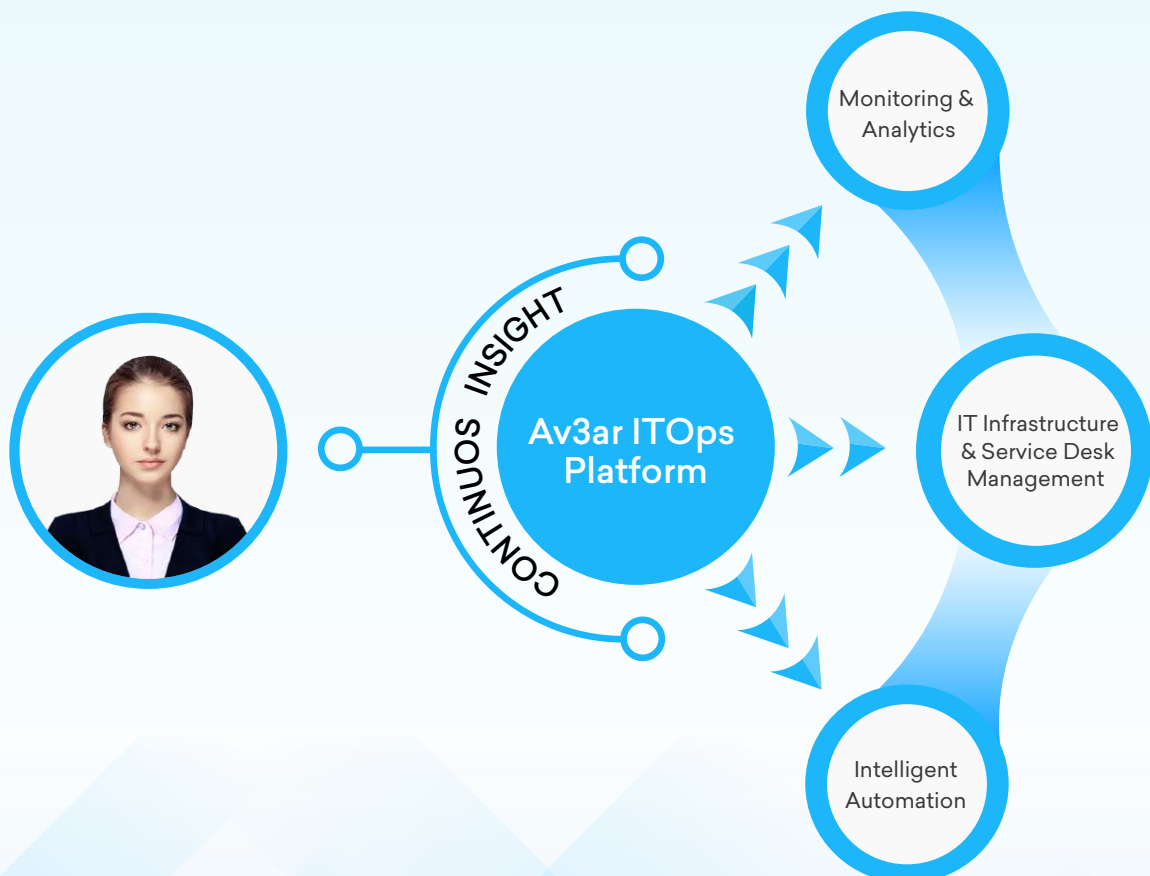## ⤷ Pace of innovation in the software stack

The pace of innovation in the software stack supporting all of the new business services that are being put into production and the resulting diversity in this stack.

⤷ Developers have more power and influence but accountability still sits with core IT

In DevOps organizations, programmers take more monitoring responsibility at the application level, but accountability for the overall health of the IT ecosystem and the interaction between applications, services, and infrastructure still remains the province of core IT.

Av3ar ITOps Platform Can Help!

Av3ar ITOps Platform combines big data and machine learning functionality to support all primary IT operations functions through the scalable ingestion (data can be ingested from multiple sources agnostic to source or vendor) and analysis (real-time analysis at the point of ingestion as well as historical analysis of stored data) of the ever-increasing volume, variety and velocity of data generated by IT. The platform enables the concurrent use of multiple data sources, data collection methods, and analytical and presentation technologies. Unique approach of this platform helps replace a broad range of IT operations processes and tasks and allows companies to get value not possible with human analysis alone.

CONTINUOUS INSIGHT

Av3ar ITOps Platform

Monitoring & Analytics

IT Infrastructure & Service Desk Management
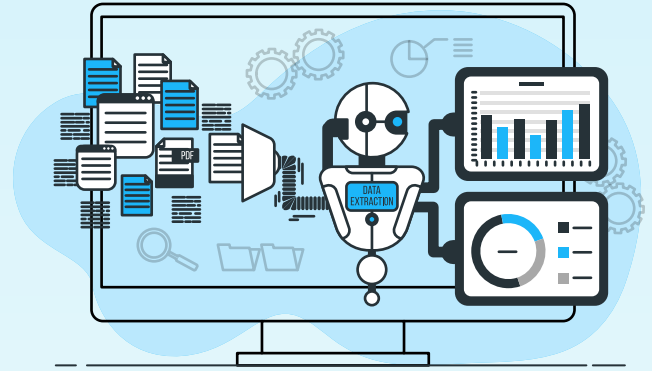
Intelligent Automation

Av3ar ITOps Platform – Breadth of Capabilities

Av3ar ITOps Platform provides the capabilities that your IT teams need to manage their diverse, hybrid environments. The platform features the following capabilities:
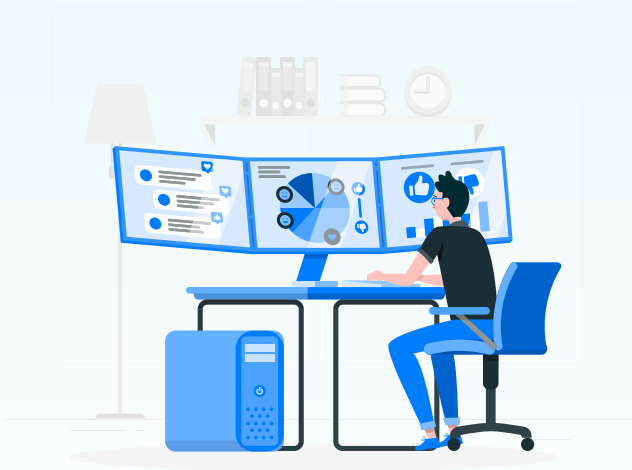
⇨ Monitoring and Analytics

- Leverages AI and ML to deliver scalable digital operations' monitoring and high-value analytics to act on.

- Provides holistic visibility of the entire digital delivery chain, offering user experience analytics and capabilities for managing application performance, infrastructures, and network services.

⇨ IT Infrastructure Management

With the emergence of open source tools for infrastructure monitoring, the breakup of infrastructure monitoring into many point tools, and the emergence of virtualization and cloud platforms, managing the availability and performance of the software and hardware infrastructure has become significantly more difficult and complicated. Av3ar ITOps helps these tools cope with the surge of metrics that come from the hardware and software infrastructure layer and help operators of the environment automatically find anomalies and prioritize them.
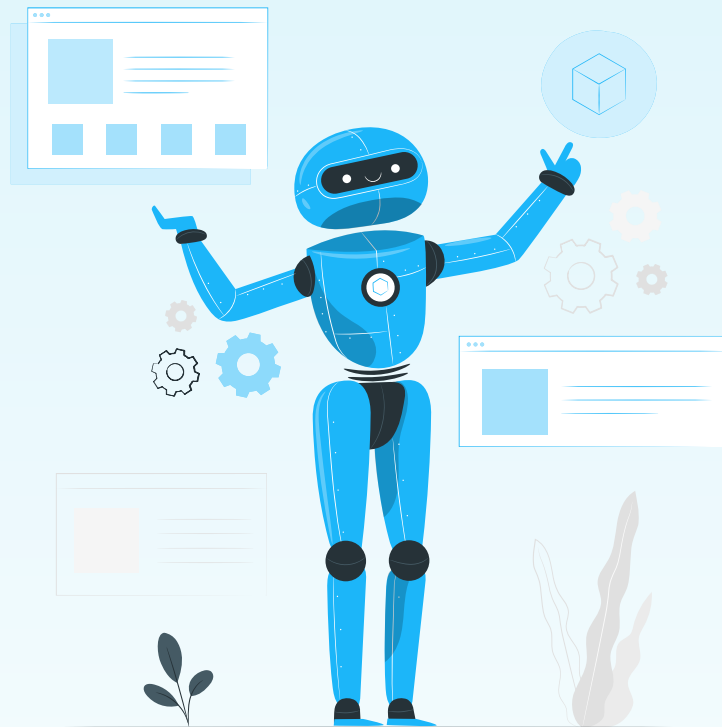
Av3ar ITOps Platform helps with:

- Database Administration for multiple databases
- Virtualization and Cloud Technologies Management
- BCP / DR / Replication Management
- Storage / Backup Administration
- Network and Security Administration
- Windows / Unix / Linux / Mainframe Administration

⤷ Service Desk Management

- Brings advanced AI to Service Desk area and other interactive operations by engaging users in more intuitive and natural conversations through Chat.

- Typical Service Desk activities are handled interactively by Av3ar such as,

    1. Day-to-day mundane tasks that are repetitive by nature.

    2. L1 Helpdesk issues that do not require any external entities to get involved.

⤷ Intelligent Automation

- Delivers capabilities for push-button, fully orchestrated service delivery, offering comprehensive orchestration that supports the entire service stack and covers traditional open systems and mainframes as well as modern, cloud- native applications.

- Enables zero-touch automation of both process-oriented and remedial workflows.

- Helps IT organizations more consistently comply with their process and configuration policies.

- Enables rapid, reliable service delivery by eliminating delays and operational errors associated with manual efforts and handoffs.

Av3ar ITOps Platform – Use Cases

Faster Root-Cause Determination

Core IT team can rapidly and easily understand the causality of a problem affecting one or more services and contextualize the relevant information so as to execute the appropriate remediation.

Anomaly Detection

IT teams can identify deviations from past behaviours or groups to categorise unusual events that might go unnoticed otherwise. This also reduces the need to manage manual alarm thresholds.
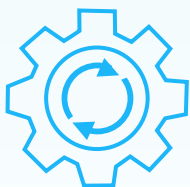
Thresholding

Enables Dynamic and Statistical Thresholding. Account for and adapt to regular patterns in business activity and data, so teams respond to real issues.
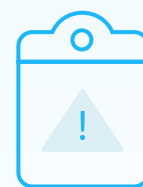
Predictive Analysis

Av3ar ITOps can help you to avoid service disruptions and reduce waste by discovering under-utilized capacity across hybrid infrastructures.

Intelligent Automation

Av3ar ITOps leverages cross-domain, intelligent insights to trigger processes in your automation and collaboration tools to drive faster, automated issue remediation.

Algorithmic Noise Reduction and Analysis

Eliminates redundant alerts and automatically groups and correlates related alerts to improve detection of critical issues and helps you with faster resolution.
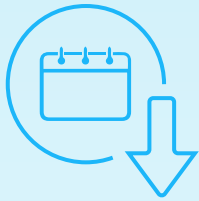
Business Benefits with Av3ar ITOps Platform

The main benefit of adopting Av3ar ITOps Platform is that it sets IT Operations up to operate with the level of speed and agility that end users expect and require. Reliance on brittle model-based processes, increasing specialization into disconnected silos, and above all, too much repetitive manual activity, made it difficult for IT Ops to keep up with the ever-increasing pace and volume of demands on their time. By leveraging this solution, your IT teams can realize significant benefits:

- **Optimized user experiences** - By harnessing predictive insights and fast, automated remediation, your IT teams can prevent issues and minimize the impact of those that do arise. As a result, your organization can be positioned to continuously deliver optimized digital experiences to end users and customers.

- **Frictionless collaboration between different specialists and service owners** accelerates diagnosis and resolution times, minimising disruption to end users.

- By **correlating information across multiple data sources,** Av3ar ITOps eliminates silos and provides a holistic vision across the entire IT environment – compute, network, and storage, physical, virtual, and cloud.

- **Maximized operational efficiency and staff productivity** – Av3ar ITOps delivers automation across today's modern, dynamic and hybrid IT environments. With these capabilities, your IT teams can eliminate manual efforts, streamline workflows, enhance collaboration, and establish autonomous operations.

- **Av3ar ITOps removes noise and distractions,** enabling busy IT specialists to focus on what's important and not be distracted by irrelevant alerts.

- **Enhanced scalability -** Gain the automation and insights that help to scale operations and services. IT teams can wring maximum utility and value from their staff and infrastructures.

Get Ahead of the Curve with Av3ar ITOps Platform

95%
Reduction in
Events' Noise

15%
Reduction in
High Priority Events

15-45%
Improved
Time-to-Market

How is Av3ar ITOps Platform Different?

Leverages ML-based algorithms for predictive identification of potential risks to services enabling more intelligent prioritization.
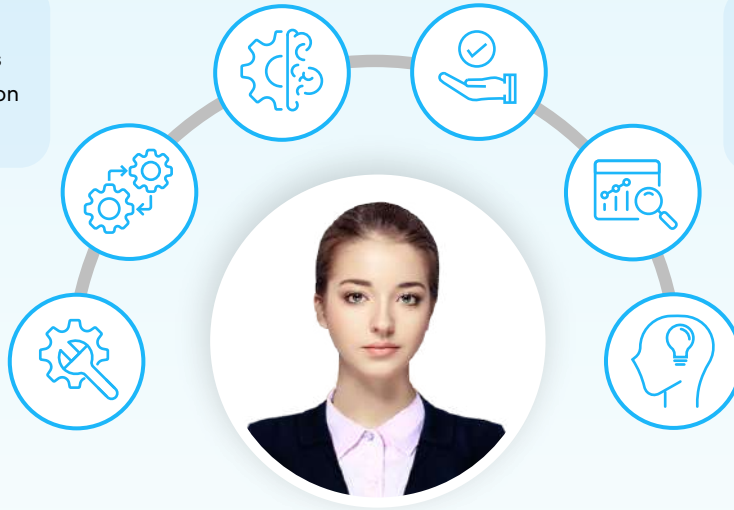
Comprehensive visibility and support for your entire digital delivery chain.

Easy Integration with other automation/monitoring tools allowing complete automation functionality.

Automated root cause analytics across domains and technologies.

Real-time understanding of how each business service is composed facilitating root-cause analysis.

Contextual and automated remediation for your complex, dynamic enterprise environment.

TO REQUEST A LIVE DEMO OR FOR ADDITIONAL INFORMATION ON Av3ar ITOps PLEASE GET IN TOUCH WITH OUR AUTOMATION EXPERTS:

✉ mktg@ptechnosoft.com   🌐 www.ptechnosoft.com   📞 +91 2066878300

About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

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