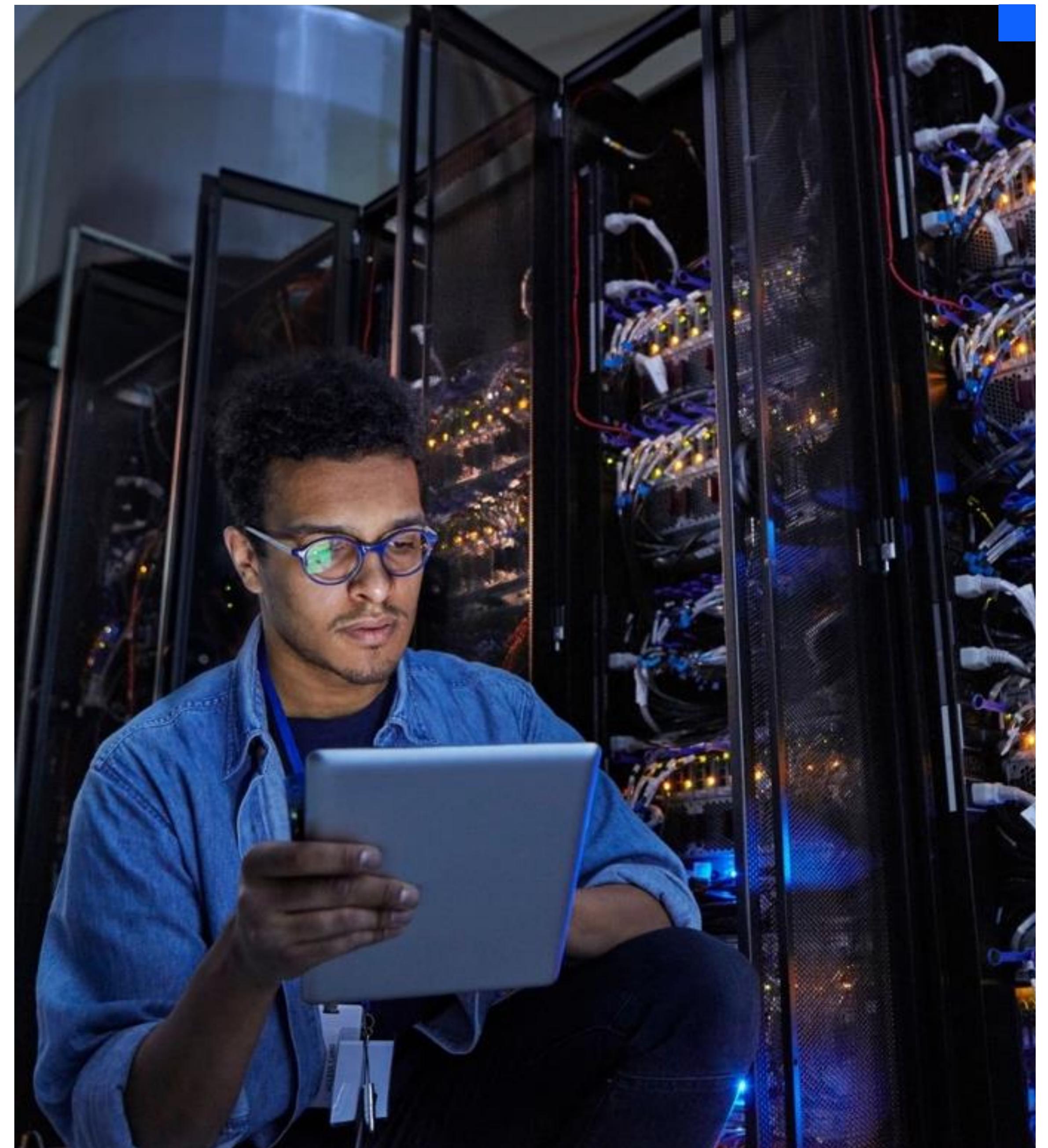


Automate IT Operations: Faster, Optimized, Proactive

Addison Goering
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Annie Sheil
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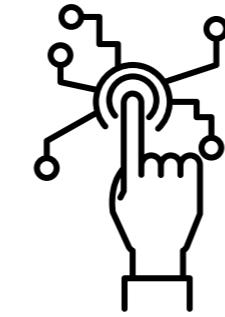
Diana Ovadia
Product Management
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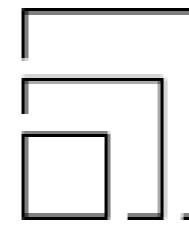
IT Operations are the **backbone** of your business operations

To enable successful business outcomes and customer experiences in a **digital** world

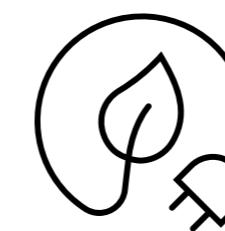
IT must be...



Highly available and responsive
Applications, networks, and infrastructure



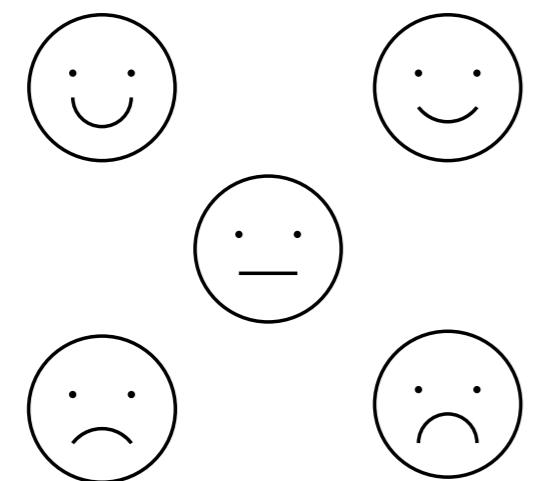
Agile and scalable
Resilient operations that are aligned with business speed and pace



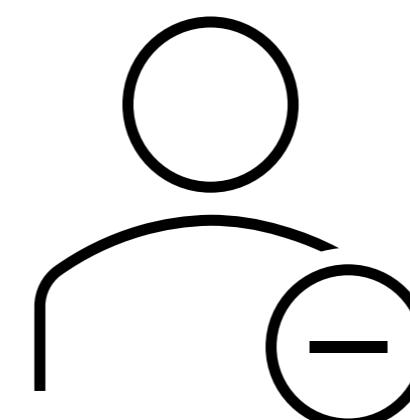
Cost effective and sustainable
Optimized to avoid the financial and environmental costs of overprovisioning

IT under pressure: Meeting greater customer demands with fewer skilled employees

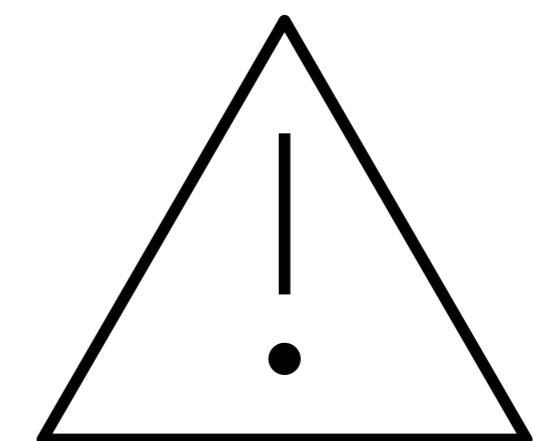
43%
of customers [changed brand loyalty](#) due to a bad user experience



50%
of all employees need to upskill or reskill by 2025 for responsibilities arising from automation and new technologies



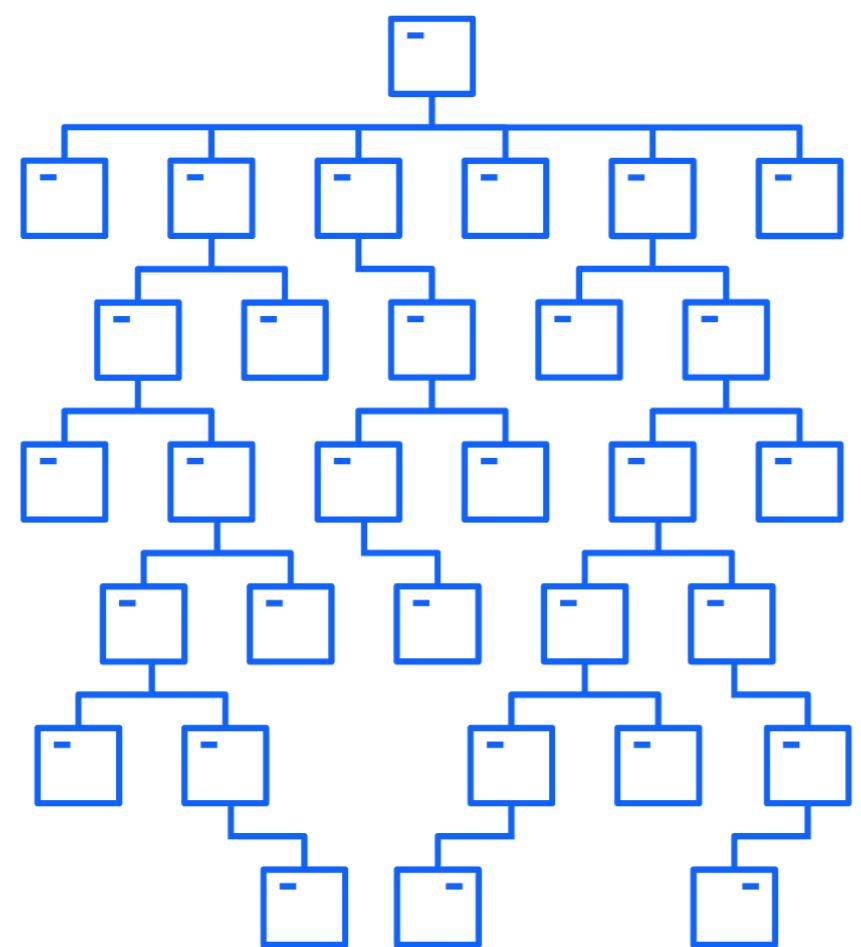
\$250K
the [average cost of an hour of downtime](#) when a revenue-generating production service is impacted



Deployment options present an opportunity but **add complexity**

76% of companies use 2 or more public clouds

As of 2023, organizations are using an **average of over 1,000 applications** across clouds

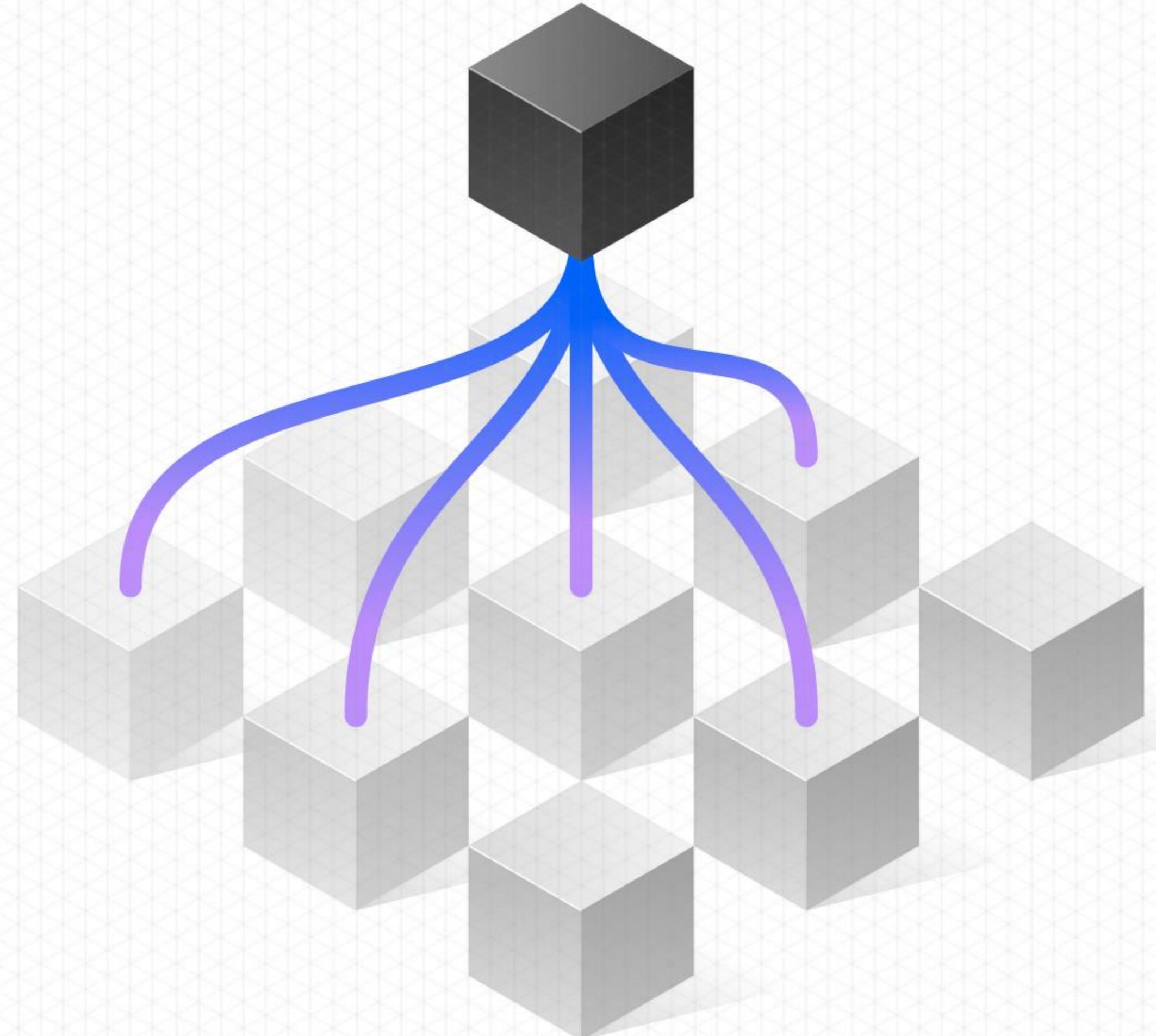


*There's **too much data** for one person to handle*

- Current **break-fix**, reactive approaches to IT management **cannot scale**
- Adopting **piecemeal** software solutions results in inconsistencies and inefficiencies, **undermining** effectiveness and **long-term viability**
- Businesses need **real-time visibility** into their infrastructure and application estates to use actionable insights to **automate and enhance** overall IT operations

Use intelligent AI-powered automation to create IT that can respond in seconds

- 97% of IT professionals believe that AI applied IT Operations deliver actionable insights to help automate and enhance overall IT operations functions
- Deliver 24 x 7, 365 performance and assurance with AIOps
- AIOps offers federated data across existing tools and out-of-the-box insights that seamlessly integrate with your current tools and can be accessed anytime and anywhere, enabling collaboration and communication among teams and tools



Organizations are turning to intelligent **AI-powered automation** to improve speed, utilization, and service delivery

[Enterprise Observability](#)

Enhance visibility and comprehension with full-stack scalable application and network health and performance monitoring

[Automated Operations](#)

Dynamically and continuously assure cost-effective application performance and resource utilization

[Incident Management](#)

Automate and orchestrate end-to-end IT and network operations at scale with efficiency and resiliency



Intelligent IT Automation with IBM AIOps

The most complete and integrated set of modular automation technologies

AI-powered IT Operations

Enterprise Observability

Enhance visibility and comprehension with full stack scalable application and network health and performance monitoring

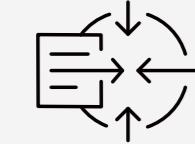
Automated Operations

Dynamically and continuously assure cost effective application performance and resource utilization

Incident Management

Automate and orchestrate end-to-end IT and network operations at scale with efficiency and resiliency

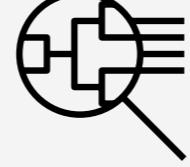
Data Collection



AI and ML



Enterprise Observability



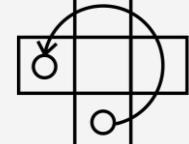
Network Performance Management



Cost-effective Resource Management



Proactive Incident Resolution



Instana

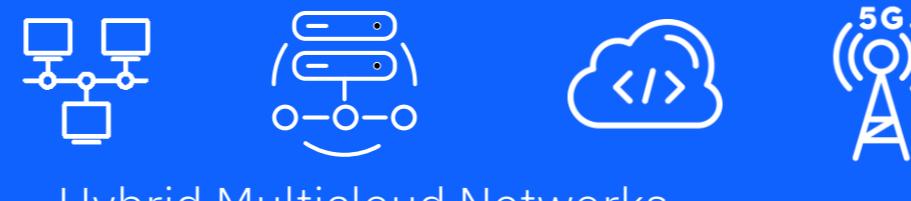
SevOne

Turbonomic

Cloud Pak for AIOps/
AIOps Insights



Platforms



Hybrid Multicloud Networks



Data

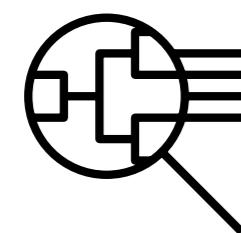
Enterprise Observability

Enhance comprehensive visibility with “out-of-the-box” data-driven insights for health and performance monitoring

Real-time observability to understand
your application and infrastructure stack

Full-stack visibility with context to assure application health and performance

Enterprise Observability



- Full-stack application visibility
- Mapping, tracing, and profiling
- 1-second granularity and no sampling

Automatic and Continuous



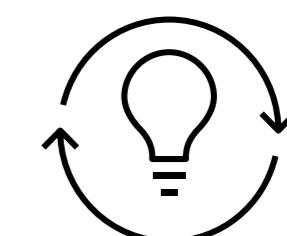
- Self-monitoring, auto-updating single agent
- Discovery, deployment, and configuration
- Real-time change detection and dependency mapping

Context and Visualization



- Zero-configuration dashboards, alerting, troubleshooting
- Automatic anomaly detection
- Unbounded analytics

Intelligent Action

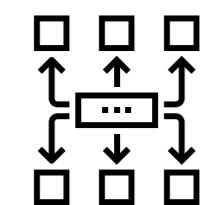


- Root cause analysis with correlated alerting
- Guided troubleshooting
- Immediate feedback of pipelines and canaries

Assure Continuous Network Performance

Application Aware Network Observability

Complete Network Visibility



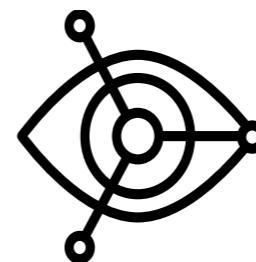
- Supports hybrid cloud network observability.
- 250+ vendors metric + flow. data for application context.
- Uses an innovative architecture that collects billions of data points a day.

Machine learning Analytics



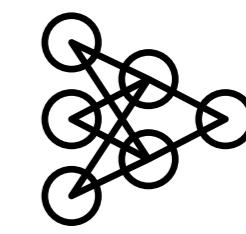
- Automatically know what's normal and what's not for every metric.
- Flexible alert policies with standard deviation analysis.
- Dynamic capacity and trend analysis for future traffic.

Advanced Visualization



- Provides Day 1 dashboards + troubleshooting workflows.
- Easily pivot between metrics, flow, and Splunk/ELK log data.
- Share visualizations and workflows across teams.

Modern Integrations



- Gain flexibility with powerful API, Webhooks, Kafka, and bus support.
- Improve workflows by integrating data ready from IT and AIOps platforms.
- Apply 3rd party data into a highly customizable reporting layer.

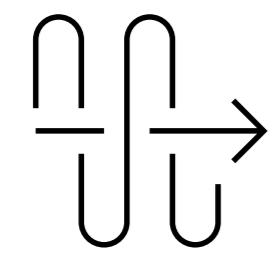
Automated Operations

Dynamically and continuously assure cost-effective application performance and resource utilization

Hybrid cloud cost optimization

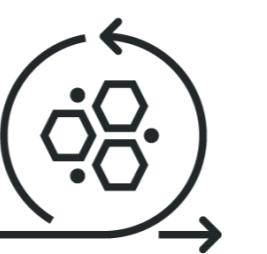
Maximize business value for every dollar invested in public, private, hybrid, and multicloud

Continuous Cost Performance



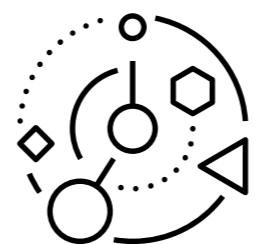
- Give applications the resources needed, when they need them, continuously and automatically.
- No guessing, no compromising.
- Just results.

Quicker Time to Value



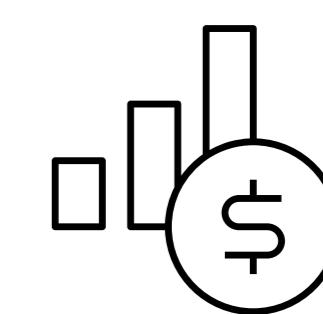
- Take nondisruptive, reversible actions to immediately reduce costs, improve performance, and build trust.
- Automate more actions for results that last.

Automate and Optimize



- Confidently automate cost optimization, so it can be seamlessly built into transformation, not just an afterthought.

Maximize Savings



- Harness the power of the cloud's consumption model.
- Optimize all things large and small to maximize savings at scale.

Incident Management

Eliminate unnecessary downtime, and drive efficiency and resilience with AI

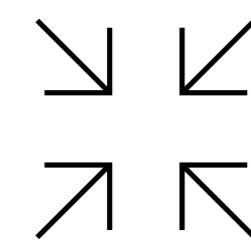
IBM AIOps Platforms

Advanced incident management platform to resolve incidents quickly and keep businesses running smoothly

IBM AIOps Platforms

Automate and orchestrate end-to-end IT and network operations at scale with efficiency and resiliency

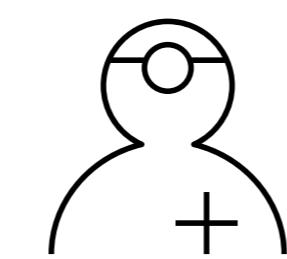
Cloud Pak for AIOps (self-hosted)



Data Aggregation and Noise Reduction

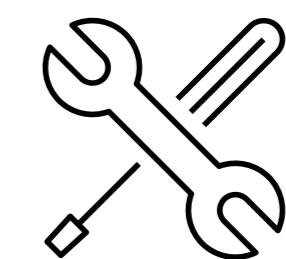
- Over 100 connectors
- Up to 99% noise reduction

AIOps Insights (SaaS)



Incident Triage

- Reduce time to detect (TTD) by 70% by quickly understanding what went wrong



Incident Remediation

- 50% reduction in outages
- Up to 95% reduction in mean time to recovery (MTTR)

AIOps is about faster IT decision-making: [IBM clients](#) see ROI in month one

50%

Reduced MTTR

Teams working together on unified dashboards to act quickly

30%-
50%

IT savings

Eliminating overprovisioned resources and matching application demand

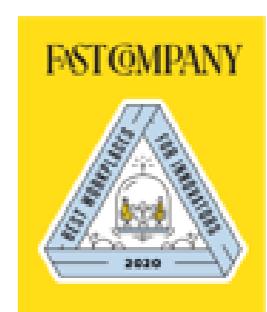
40%

Improvement in new services

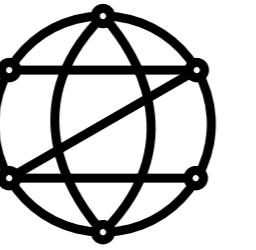
Shifting it away from diagnosing incidents to launching new products

Over 3,000 world-class companies rely on IBM

Banking	Financial services	Technology	Insurance	Healthcare	Telco	Service providers	Consulting	Retail	Government
BANK OF AMERICA	STATE STREET	Microsoft	MetLife	Cigna.	verizon [✓]	verizon [✓]	pwc	NIKE	NASA
citi	VOYA [®]	Caisse des Dépôts GROUPE	HISCOX	Quest Diagnostics [®]	COMCAST	BT	EY	wayfair [®]	DEFENSE INTEGRATION SYSTEMS AFRICA
JPMORGAN CHASE & CO.	LPL Financial	bmc	Aflac.	MCKESSON	CenturyLink [®]	Telstra	ConvergeOne	carhartt.	NIH National Institutes of Health
ANZ	MORNINGSTAR	facebook	ATHENE HOLDING	aetna [®]	vodafone	Atos	Worley [®]	Carrefour	CITY OF Boca Raton
CREDIT SUISSE	NASDAQ OMX	Adobe	TOKIOMARINE	MERCK	Cablemás.	Simplify.	Booz Allen Hamilton	SEPHORA	UNIVERSITY OF TORONTO



IBM Automation expertise across industries



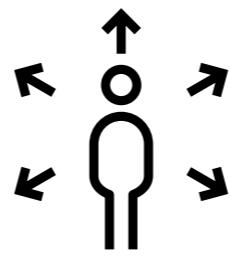
Global
capabilities

>17,000

Automation practitioners

3,000

IBM Research staff
in 19 locations across
six continents



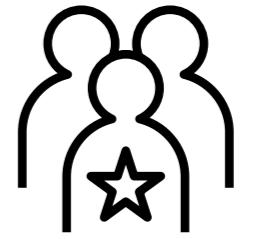
Broad
experience

>5,000

Automation clients

3,800

Bots, runtime scripts,
and automata deployed



Deep
expertise

>15

Industry and
domain heatmaps

8,682

US Patents in 2021,
marking the 29th consecutive
year of US patent leadership

Acceleration to AI-powered IT Operations separates leaders from their peers...



Provides mission-critical file transfer solutions for companies in 100 countries, receives > 50 million API calls daily. IBM Instana provides instant visibility into application performance issues.

56.6%
reduction in mean time to resolution (MTTR)



Worldwide enterprise that produces 60 million appliances yearly, automated IT with CP4WAIOps boosting efficiency and contributing to ambitious environmental sustainability goals.

1,000 hours
per year saved



Providence deployed Turbonomic, which freed up financial and human resources – which can now be invested into modernization initiatives that provide better healthcare outcomes.

\$2 M
reduced Cloud spend



Previously, when one of its SAN volumes ran out of space, Deveraux faced a three-hour system disruption. With SevOne NPM, they detected the SAN issue hours in advance, instead of having a three-hour disruption.

40%
of issues that are caught before user impact

IBM leads the market in Automation with AI

Gartner

IBM ranking: Leader

Magic Quadrant for Application Performance Monitoring and Observability

Gartner Magic Quadrant for Application Performance Monitoring and Observability, 2022

IBM ranking:

Representative Vendor

Gartner Market Guide for AIOps Platforms Enabling Continuous Insights Across IT Operations Monitoring

Gartner Market Guide for AIOps Platforms, 2022

IBM ranking: Leader

Magic Quadrant for Full Life Cycle API Management

Gartner Magic Quadrant for API Mgmt., 2022

IBM ranking:

Representative Vendor

Gartner Market Guide for Process Mining

Gartner Market Guide for Process Mining, 2021

IBM ranking: Top Score

Critical Capabilities for Full Life Cycle API Management

Gartner Critical Capabilities for Full Life Cycle API Mgmt., 2022

G2

IBM ranking: Leader

Application Performance Monitoring

G2 Grid APM Tools, Fall 2022

IBM ranking: High Performer

Robotic Process Automation

G2 Grid Robotic Process Automation, 2022

EMA

IBM ranking: Top 3

Observability Platforms

EMA Top 3 Enterprise Decision Guide 2021

IBM ranking: Value Leader

Workload Automation

EMA Radar Report for Workload Automation, Q4 2021

Forrester

IBM ranking: Leader

API Management Solutions

The Forrester Wave: API Management Solutions, Q3 2022

IBM ranking: Leader

Digital Process Automation

The Forrester Wave: Digital Process Automation Software, Q4 2021

IBM ranking: Strong performer

Enterprise iPaaS

The Forrester Wave: Enterprise iPaaS, Q4 2021

IBM ranking: Strong performer

Content Services

The Forrester Wave: Content Platforms, Q2 2021

Omdia

IBM ranking: Leader

AIOps

Omdia Universe: Selecting an AIOps Solution, 2021-22

Get started with IBM

1

Let's talk...

Schedule some time with me to learn more about the capabilities of the IBM AIOps portfolio

2

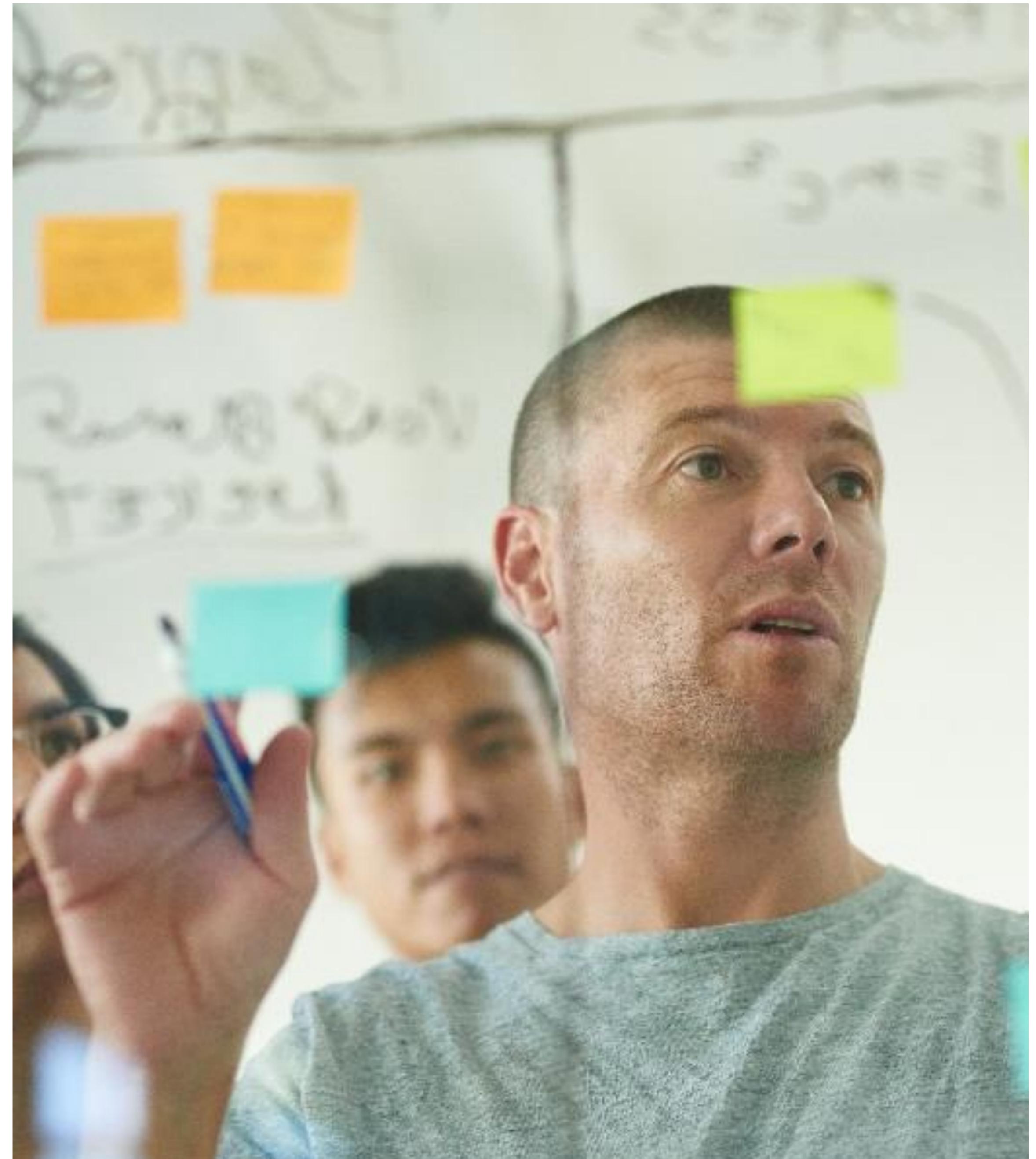
Let's share...

With other business leaders in the organization

3

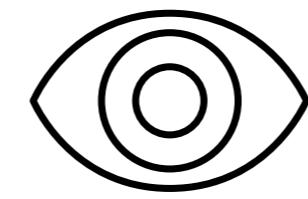
Book a virtual consultation with an expert

- Discovery
- Design Thinking



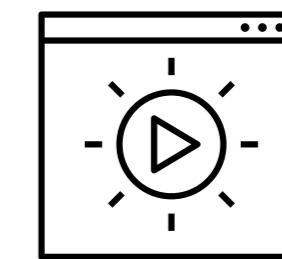
Take your next
step toward intelligent
[AI-powered IT Automation](#)

Get started today



Want to read more
about IT Automation?

[Visit AIOps website](#)



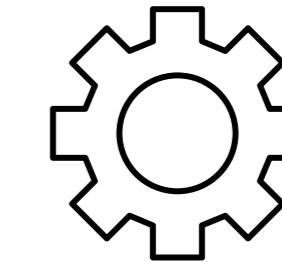
Forrester: Three
Stages of AIOps

[Check out the report](#)



Leading by example

[Read our Client Stories](#)



Automation Innovation
Workshop

[Learn more here](#)

