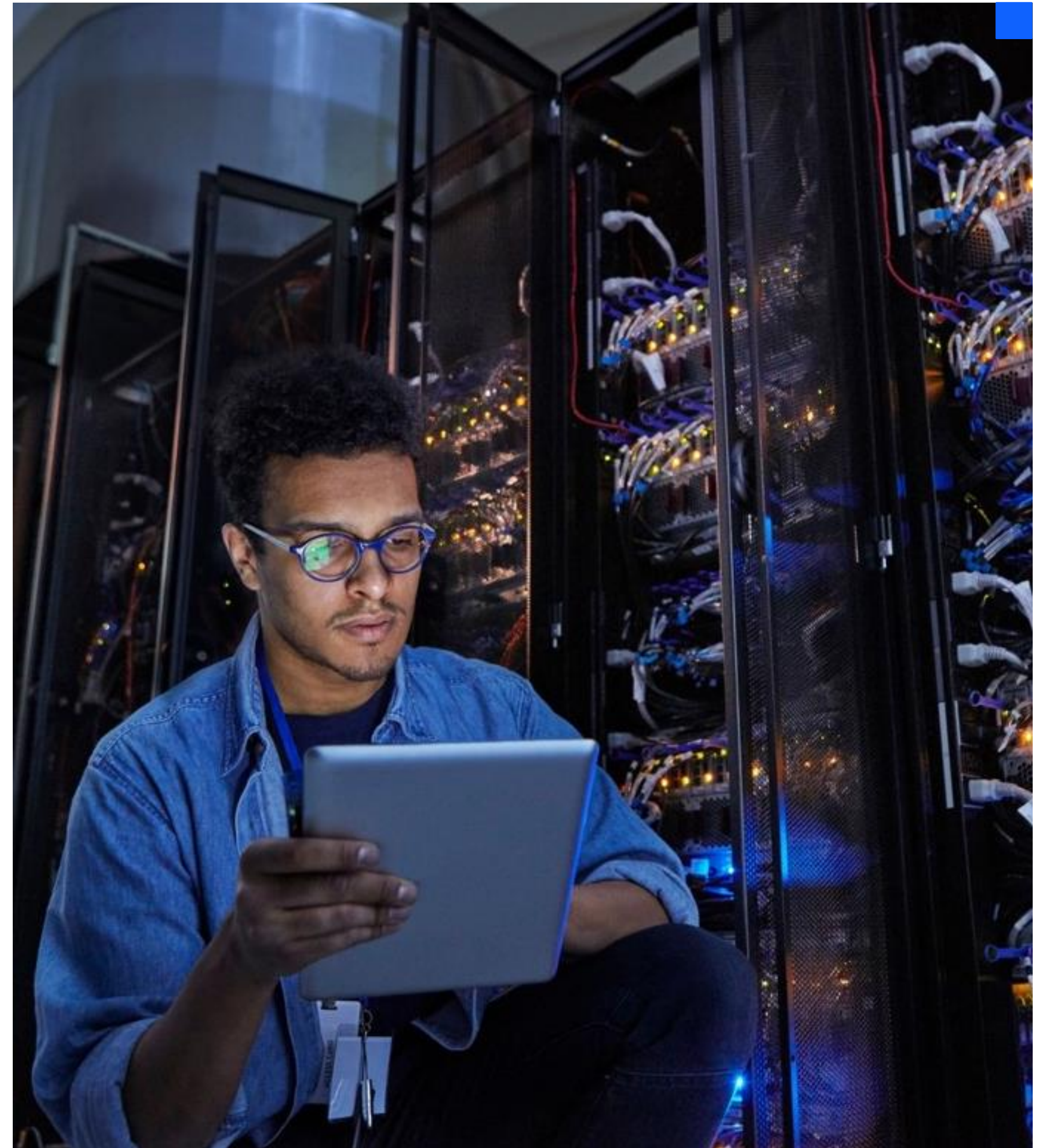


Automate IT Operations: Faster, Optimized, Proactive

Addison Goering
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Annie.Sheil@ibm.com

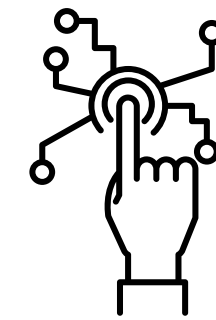
Diana Ovadia
Product Management
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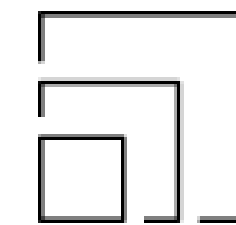
IT Operations are the **backbone** of your business operations

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

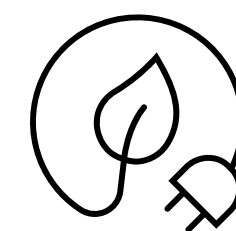
IT must be...



Highly available and responsive
Applications, networks, and infrastructure



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

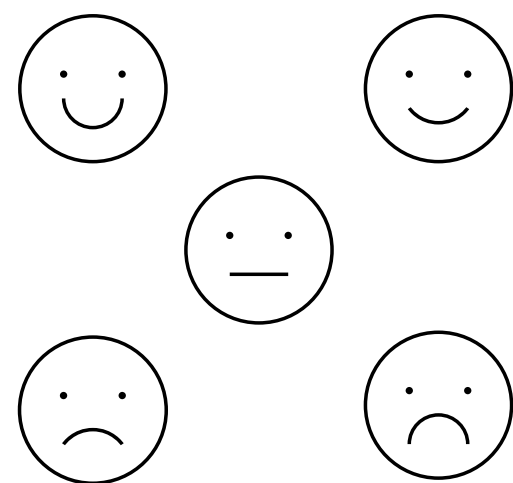


Cost effective and sustainable
Optimized to avoid the financial and environmental costs of overprovisioning

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

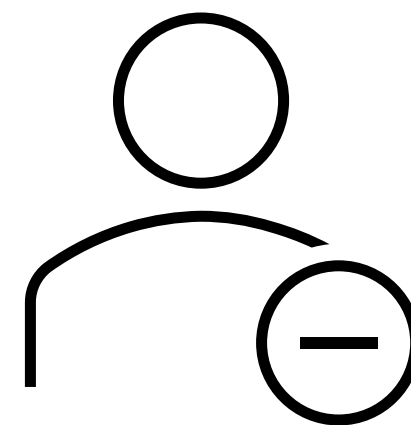
43%

of customers **changed brand loyalty** due to a bad user experience



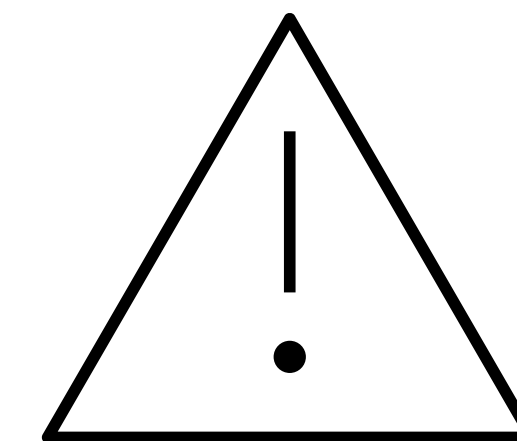
50%

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



\$250K

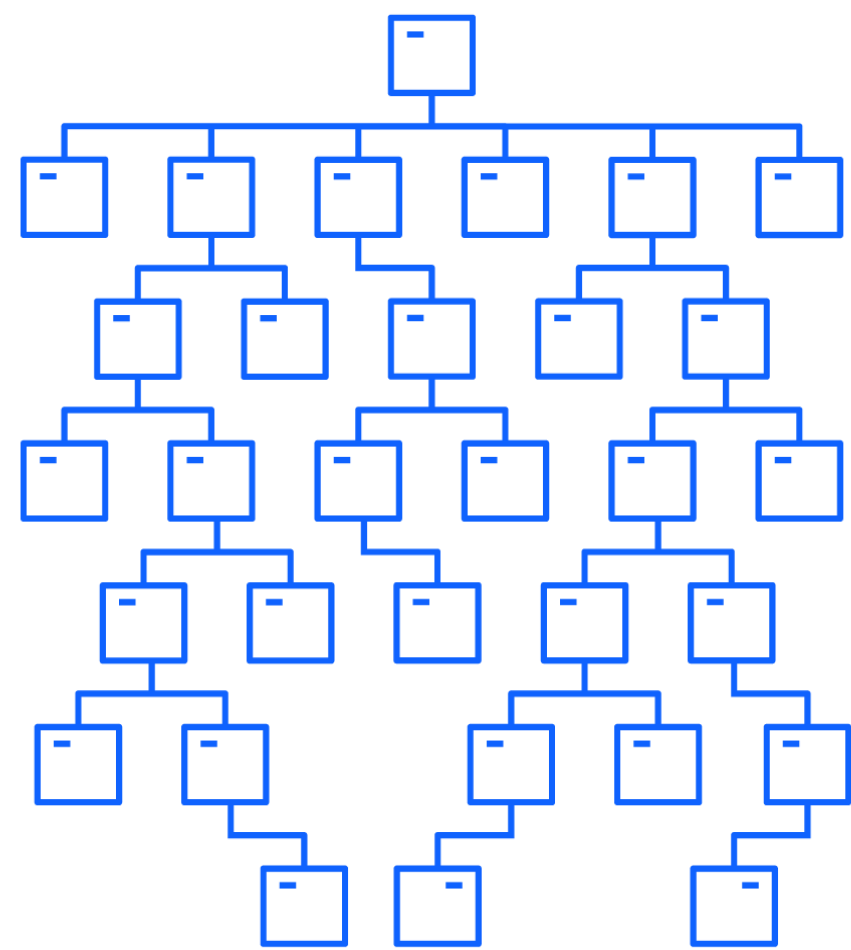
the **average cost of an hour of downtime** when a revenue-generating production service is impacted



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

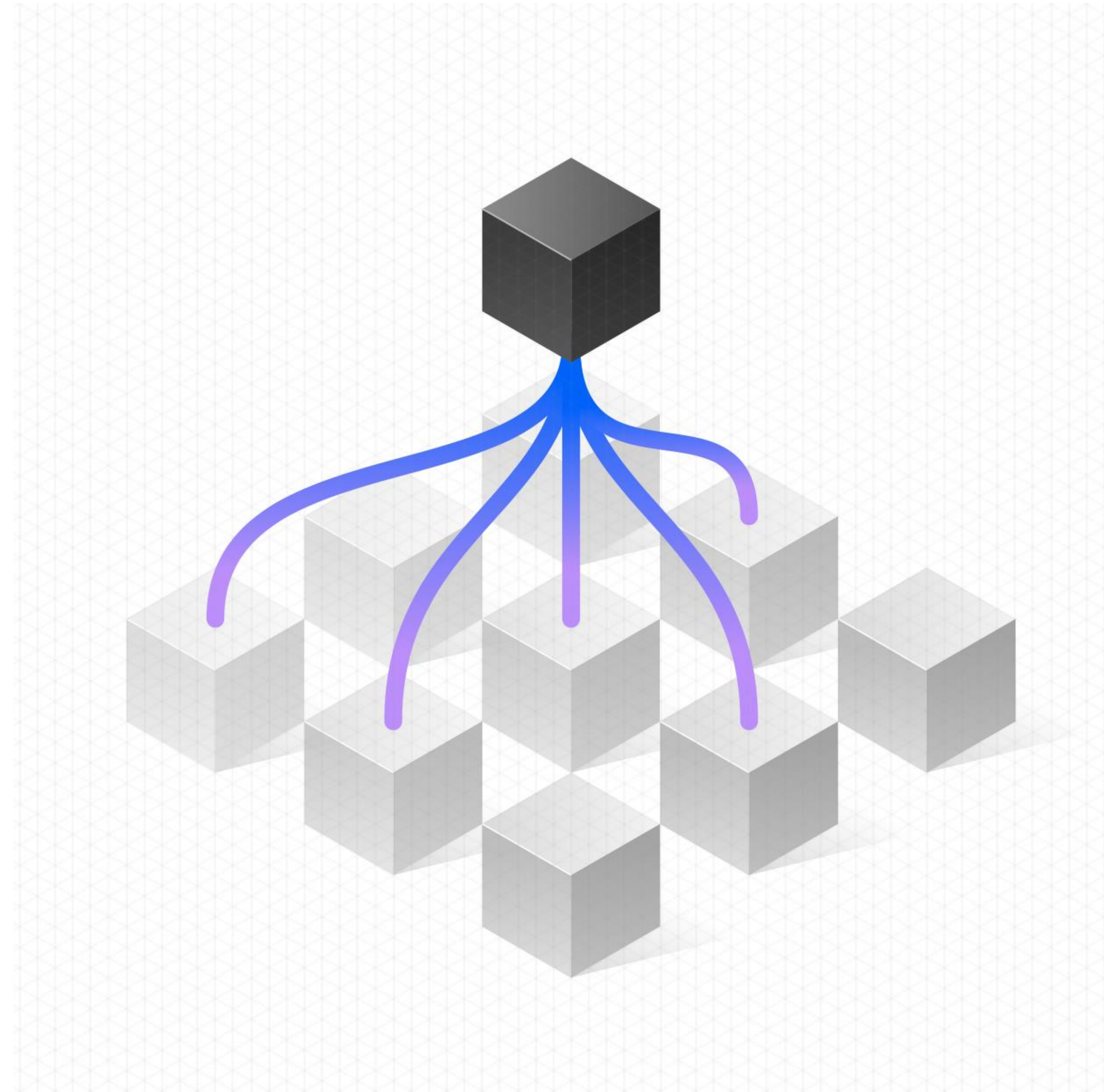


There's *too much data* for one person to handle

- 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

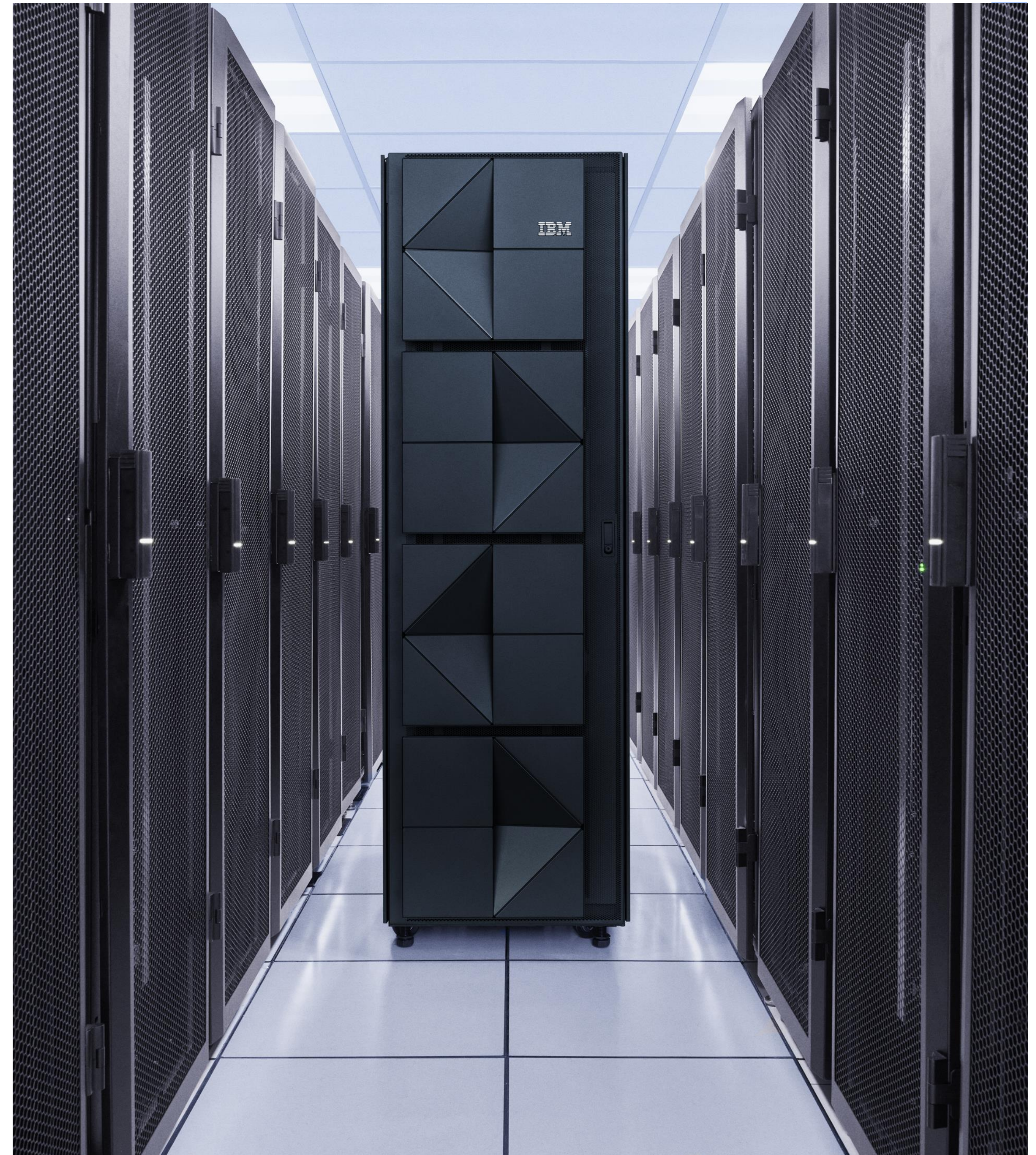
Enhance visibility and comprehension with full-stack scalable application and network health and performance monitoring

Automated Operations

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

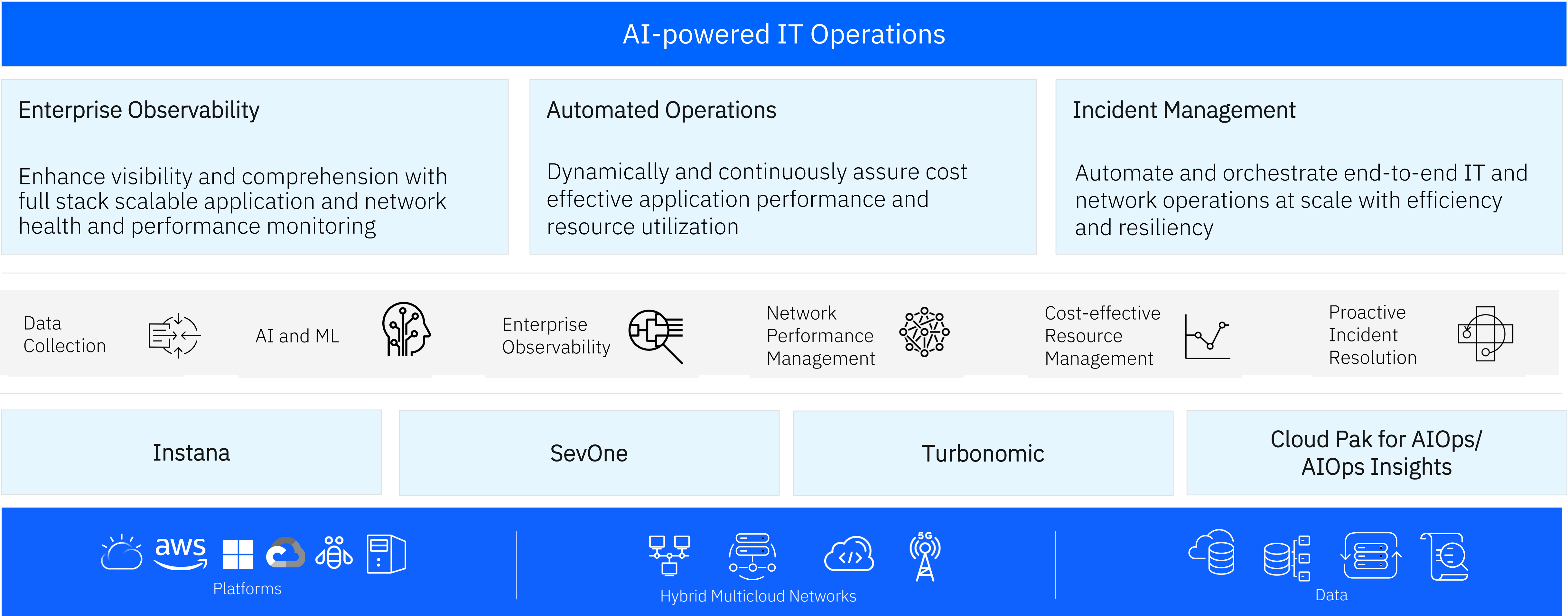
Incident Management

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



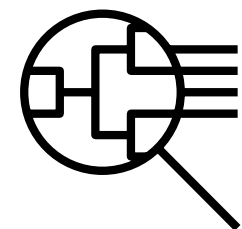
Enterprise Observability

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

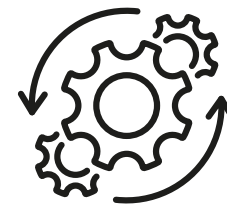
Full-stack visibility with context to assure application health and performance

Enterprise Observability



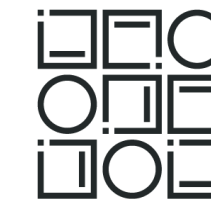
- Full-stack application visibility
- Mapping, tracing, and profiling
- 1-second granularity and no sampling

Automatic and Continuous



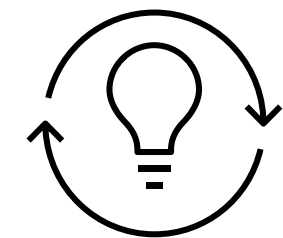
- Self-monitoring, auto-updating single agent
- Discovery, deployment, and configuration
- Real-time change detection and dependency mapping

Context and Visualization



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

Intelligent Action

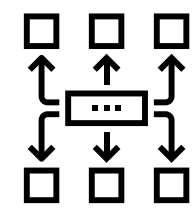


- Root cause analysis with correlated alerting
- Guided troubleshooting
- Immediate feedback of pipelines and canaries

Assure Continuous Network Performance

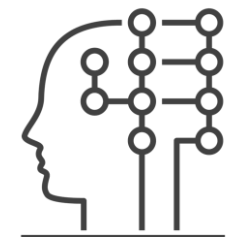
Application Aware Network Observability

Complete Network Visibility



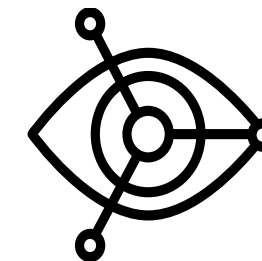
- Supports hybrid cloud network observability.
- 250+ vendors metric + flow. data for application context.
- Uses an innovative architecture that collects billions of data points a day.

Machine learning Analytics



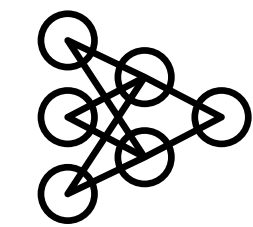
- Automatically know what's normal and what's not for every metric.
- Flexible alert policies with standard deviation analysis.
- Dynamic capacity and trend analysis for future traffic.

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.

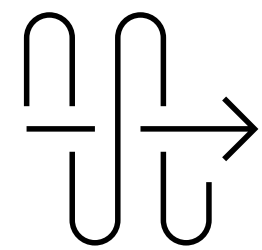
Automated Operations

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

Hybrid cloud cost optimization

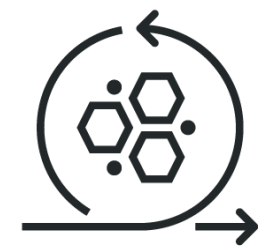
Maximize business value for every dollar invested in public, private, hybrid, and multicloud

Continuous Cost Performance



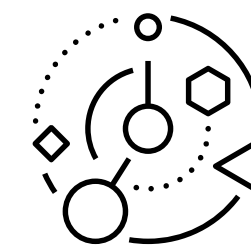
- Give applications the resources needed, when they need them, continuously and automatically.
- No guessing, no compromising.
- Just results.

Quicker Time to Value



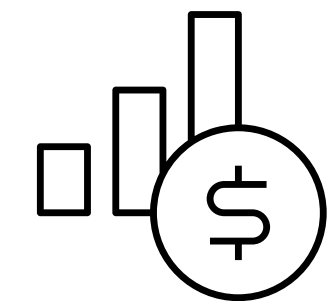
- Take nondisruptive, reversible actions to immediately reduce costs, improve performance, and build trust.
- Automate more actions for results that last.

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

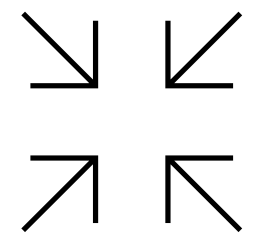
IBM AIOps Platforms

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

Cloud Pak for AIOps (self-hosted)

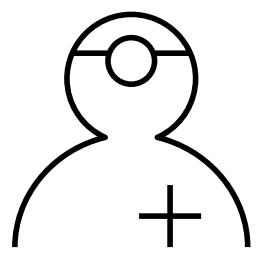
AIOps Insights (SaaS)

Data Aggregation and Noise Reduction



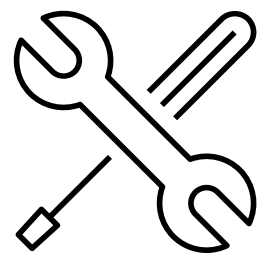
- Over 100 connectors
- Up to 99% noise reduction

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

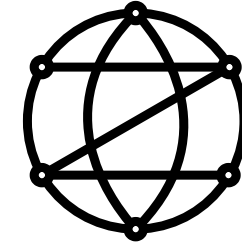
Shifting it away from diagnosing incidents to launching new products

Over 3,000 world-class companies rely on IBM

Banking	Financial services	Technology	Insurance	Healthcare	Telco	Service providers	Consulting	Retail	Government
									
									
									
									
									



IBM Automation expertise across industries



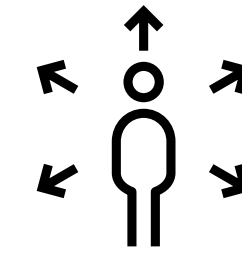
Global
capabilities

>17,000

Automation practitioners

3,000

IBM Research staff
in 19 locations across
six continents



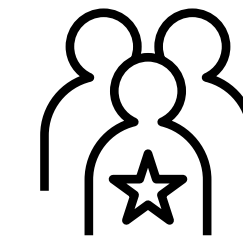
Broad
experience

>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

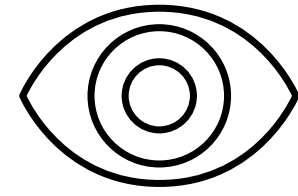
Book a virtual consultation with an expert

- Discovery
- Design Thinking



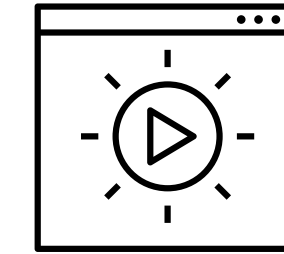
Take your next
step toward intelligent
[AI-powered IT Automation](#)

Get started today



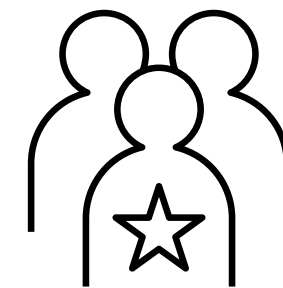
Want to read more
about IT Automation?

[Visit AIOps website](#)



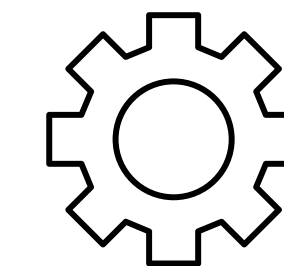
Forrester: Three
Stages of AIOps

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Workshop

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