



Zero Incident Framework™

Up to 40% savings in efforts through Smart Machines, Analytics and Automation

Revenue models of most of the enterprises are closely linked with agility, scalability and availability of IT systems. They are continuously exploring avenues to go beyond the traditional reactive ITIL based processes and Lean & Six Sigma techniques to Smart Machine based operations to create a '**Zero Incident Enterprise™**'. Smart machines employ Machine Learning and predictive techniques to identify an event that is potential enough to become a high severity incident later. Smart machines read and think like a human, but executes jobs better than a human. Next Gen smart machines drive organizations towards creating a **Zero Incident Enterprise™**.

Zero Incident Framework™ (ZIF) is GAVS' framework that enables early detection / removal and permanent remediation of incidents. The framework is a collection of five different tools that collaborate with each other and prepares IT organizations to aspire for incident free enterprise.



87 hours of **system downtime** in a year resulting in **\$84K to \$104K** business loss per hour of downtime



Businesses are losing **\$700** Billion a year to IT downtime - IHS Markit, 2016

ZIF Components



Environment Performance Management (EPM)



Predictive Analytics



IT Process Automation



Virtual Desktop



Cloud Migration & Orchestration Platform

GCare



Environment Performance Management (EPM)

GCare collects data from various components of an IT environment (i.e. application servers, database servers, and network, storage & end user devices). Along with this, GCare generates its own log from applications and captures the events, logs, exceptions, and error codes at both the server and end user terminals real time. GCare leverages this information for correlation of events. It measures the 'user experience' for all transactions in real time through 'User Experience Index' based on "Moments of Wow" and "Moments of Woe". It identifies the root cause of 'moments of woes' and helps in improving the user experience. GCare also provides 'Application Health Index', derived from the User Experience Index, exceptions and network errors. GCare can report incidents that are not felt as an incident by end users. GCare feeds the generated data into GAVel for predictions.

GAVel



Predictive Analytics

GAVel is a next generation IT Algorithmic Operations Platform providing predictive and prescriptive analytics using Machine Learning and NLP techniques. Built on Microsoft's Cortana Intelligent Suite, GAVel offers the IT Organizations a new way to identify and prevent occurrence of critical business incidents related to Infrastructure and applications. GAVel, identified as one of the Smart Machines that would change the face of IT infrastructure & Operations, has the capability of predicting the performance and utilization of IT infrastructure resources compute (CPU and memory), Storage and Network. It has an intelligent data aggregator that can connect to various currently running tools and read the data. It predicts the impact of changes done to environment in the form of changes to server HW, Operating System, middle ware, DB and Network. It helps in improving operational efficiency, infrastructure availability and revenues.

zMan



IT Process Automation

zMan is GAVS' automation platform for automating IT tasks in an enterprise. Any process that has an SOP (**Standard Operating Procedure**) can be automated using zMan. It has 500+ pre-built workflows that enable seamless automation of all mundane, repetitive tasks performed on a day-to-day basis.

It can handle interactive and non-interactive IT process automation and robotic process automations as well. This enables (i) empowering end users through 'self-service portal' and thereby enhancing user experience and (ii) creating capacity for IT organizations so that IT managers could focus more on strategic projects and initiatives. The platform truly enables organizations to adopt 'shift left' approach and thereby allows deskilling the tasks one level down.

zDesk



Virtual Desktop

zDesk is GAVS' DaaS (Desktop-as-a-Service) solution that provides the best Total Cost of Ownership(TCO) without compromising on any of the advantages and benefits of VDI. It uses a unique stack that eliminates the need for a dedicated external storage. It does not use any dedicated management infrastructure like broker server, application virtualization server, DB server etc. The cost per user remains same whether it is for 100 users or 1000 or 10,000 users. Another USP of zDesk is its ability to measure user experience at the end user terminal – be it thin client or desktop or laptop. zDesk helps in eliminating the desk side incidents and helps organizations to move towards Zero Incident Enterprise.

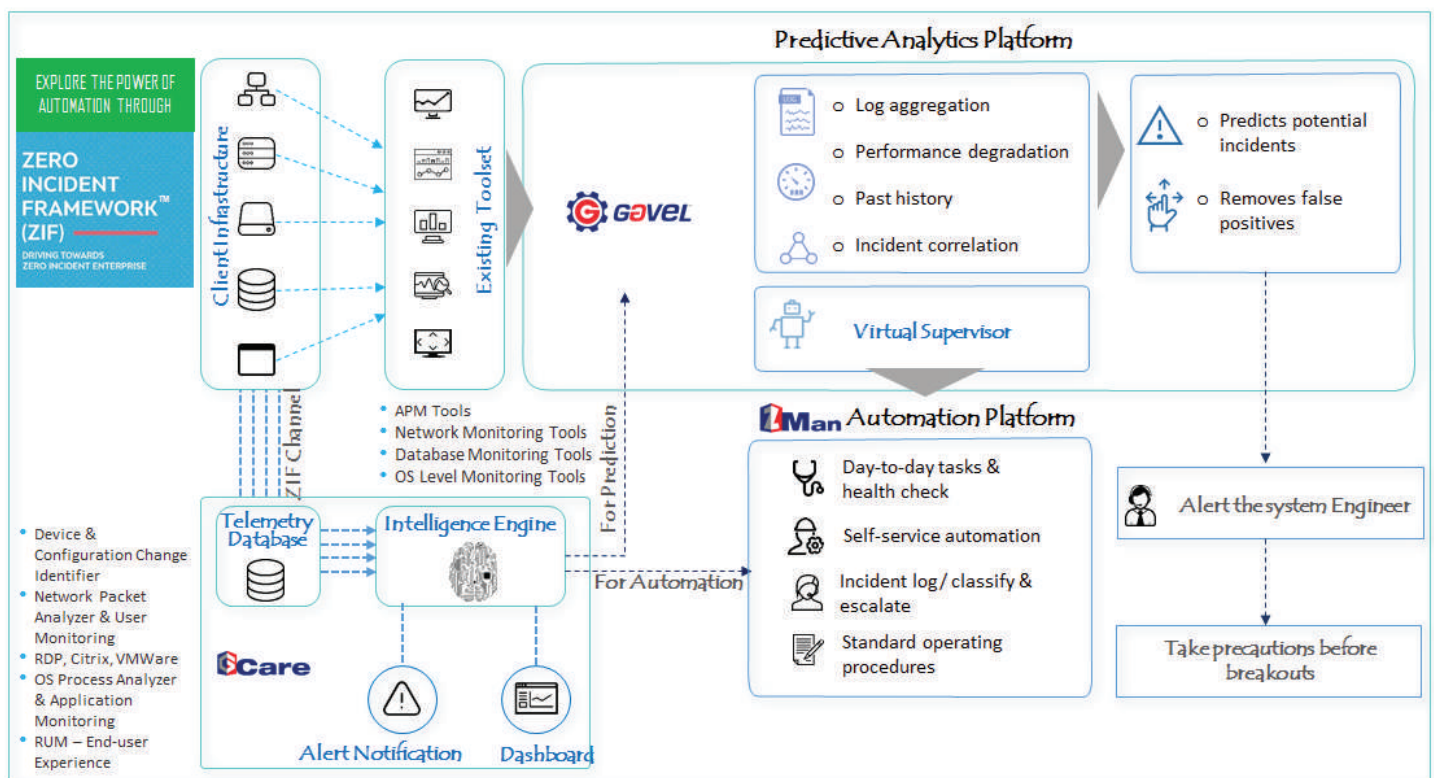
zIrrus



Cloud Migration & Orchestration Platform

zIrrus is a Cloud management platform that includes both migration and orchestration. It simplifies migrating an 'on premises' application to any public or private cloud. zIrrus has modules for discovery, provisioning, packaging, migration and management. zIrrus also provides 'Environment as a Service' that enables the organization to install back any environment that was deployed earlier. Traditional migration involves lot of manual activities like assessment, data collection, solution architecting, migration and deployment. zIrrus minimizes the risks involved in cloud migration and helps with a one click automated provisioning on cloud, providing 200% faster deployment than traditional migration methods and reducing incidents arising out of the migration process.

Orchestration of ZIF Components in an Enterprise



Benefits / Proposition

- ZIF helps create a Zero Incident Enterprise
- Reduction of P1 and P2 incidents to near zero and thereby not only improve availability, but also the revenue
- Near **100%** automation of all Service requests
- Improve '**user experience**' to **90%** and above
- Elevates IT organization to highly dependable, predictable and matured.
- Helps identify real root cause and implement the right corrective action so that the issues do not recur

About GAVS

GAVS Technologies (GAVS) is a global IT services & solutions provider enabling digital transformation through automation-led IT infrastructure solutions. Our offerings are powered by Smart Machines, DevOps & Predictive Analytics and aligned to improve user experience by 10X and reduce resource utilization by 40%.

GAVS has been recognized as a Cool Vendor by Gartner in 'Cool Vendors in ITSM 2.0, 2016' and positioned as an 'Aspirant' in Everest Group PEAK Matrix™ for Healthcare Provider IT Services. GAVS was also rated as a prominent India-based Remote Infrastructure Management player & one of the key small players serving the mid-market & enterprise clients in North America by Gartner.

USA

GAVS Technologies N.A., Inc
10901 W 120th Avenue,
Suite 110,
Broomfield CO 80021, USA.
Tel: +1 303 782 0402
Fax: +1 303 782 0403

GAVS Technologies N.A., Inc
116 Village Blvd,
Suite 200, Princeton.
New Jersey 08540, USA.
Tel: +1 609 951 2256/7
Fax: +1 609 520 1702

UK

GAVS Technologies (Europe) Ltd.
3000 Hillwood Drive,
Hillwood Business Park,
Chertsey KT16 ORS,
United Kingdom
Tel: + 44 (0) 1932 796564

Middle East

GAVS Technologies LLC
Knowledge Oasis, Muscat,
Rusayl, Sultanate of Oman
Tel: + +968 24449301

GAVS Technologies
P.O.Box : 124195, Office no 202,
Thuraiya Tower 1
Dubai Internet City
Dubai, UAE
Tel: +971-4-4541234

India

GAVS Technologies Pvt. Ltd.
No.11, Old Mahabalipuram Road,
Sholinganallur, Chennai,
India - 600 119
Tel: +91 44 3037 4287