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PlatformNexus: Revolutionizing IT Operations with AI

An LLM-Powered Platform for Intelligent IT Management

Meet the Team

The Troubleshooters

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- Lakshmi Gopinathan
- Prince Vijan (Captain of the Team)

The Challenge: Navigating the Chaos

- Overwhelming volume of alerts and incidents.
- Siloed information across different tools.
- Time-consuming manual troubleshooting and diagnostics.
- Difficulty in quickly identifying root causes.
- Need for faster and more efficient change management.
- Lack of easy access to application dependency information.

PlatformNexus.getInstance()

Our Solution: PlatformNexus - Intelligent IT Operations at Your Fingertips

An innovative platform that leverages LLMs and specialized AI agents to transform IT management.

- **Natural Language Interface:** Ask questions in plain English.
- **LLM Backend:** Connects to various powerful LLMs and leveraging MCP.
- **Real-time Incident Monitoring:** Stay updated on critical issues.
- **Intelligent AI Agents:** Dedicated tools for specific tasks.

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NLP: Ask Anything about your systems!

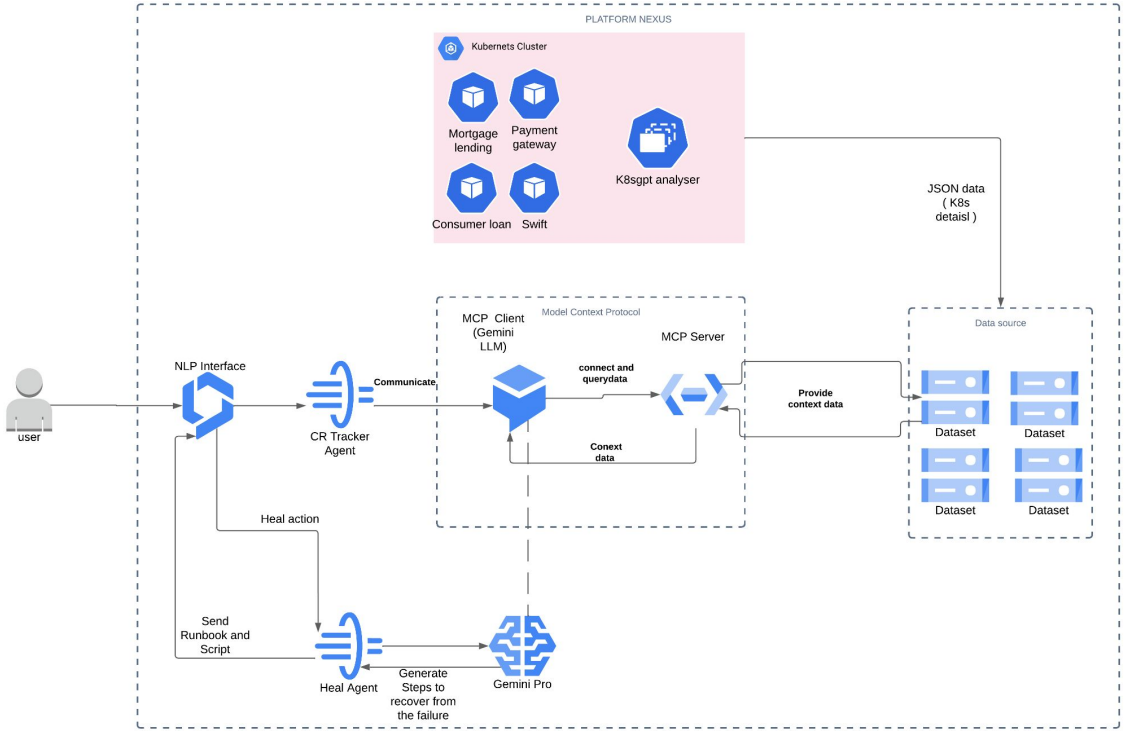
- Engineers can submit queries using simple, natural language.
- No need to remember complex commands or navigate multiple interfaces.
- Example Queries:
  - "What is causing this issue in this incident?"
  - "Is the PaymentGateway application healthy?"
  - "Did any CR cause this incident?"
  - "What are the dependencies for the MortgageLending Application?"

Meet Your AI Agents - Automation at Your Service

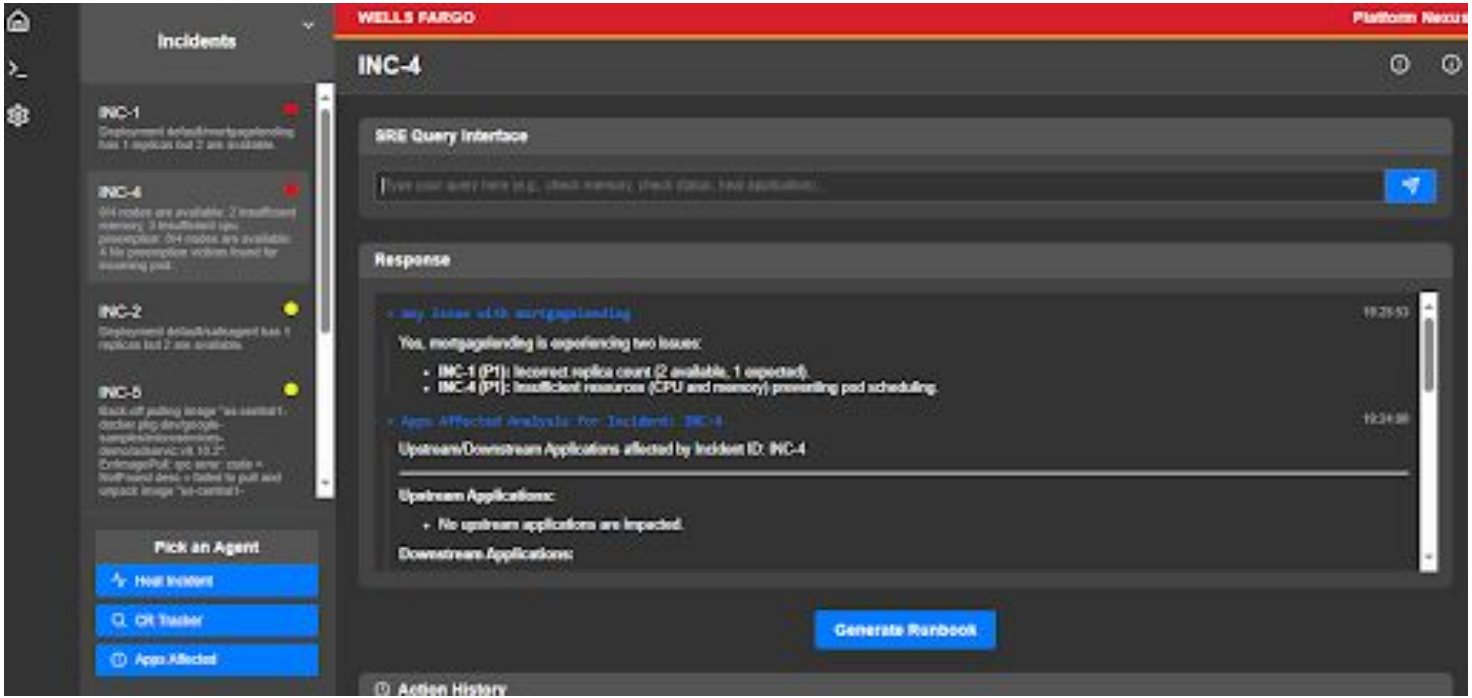
- Heal Agent.
- Change Request Tracker Agent.
- Application Dependency Eval Agent.

class DeepDive { ... }

Under the Hood - System Architecture



Your Window into PlatformNexus



Impact and Benefits - Transforming IT Operations

- **Increased Efficiency:** Faster troubleshooting and resolution times.
- **Improved Productivity:** Engineers can focus on more strategic tasks.
- **Reduced Downtime:** Proactive incident management and quicker remediation.
- **Enhanced Collaboration:** Shared platform for information and actions.
- **Better Decision-Making:** Data-driven insights from AI agents.
- **Simplified IT Operations:** Intuitive NLP interface and unified UI.

Future Roadmap: Expanding the Ecosystem

- **Short-term Enhancements:**
  - Generation of Application Dependency Graph
  - Using Heuristic search for CRs and Incidents
- **Long-term Vision:**
  - Autonomous incident resolution
  - Predictive incident prevention
  - Deploying in a scalable platform that can be predictively autoscaled.
  - More AI agents for other IT operations tasks.

```
System.out.println("Thank You!");
exit(EXIT_SUCCESS);
```