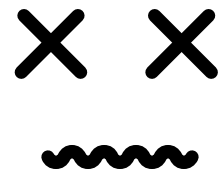


Painpoints



- As the stability and data security is critical important to customers, IBM Cloud Ops Platform have to increase the **security level** to prevent malicious login without authorization.
- Users cannot find the right information right away, as the result of **overwhelming information** that was **not well-organized** in IBM Cloud Ops Platform.
- Without enough tutorials and promotions, IBM Cloud Ops Platform has so many powerful functions while end users are **lack of understanding of its capability**.
- Decision-makers such as line of bussiness managers or technical executives are **lack of a holistic view of cloud environments running status and product usage** to make sure platform is doing well and whether it is worthy of their further investment.
- As the OSS(Operation Support System) of IBM Cloud Platform, the design language is **not consistent with IBM Cloud brand**.