Critical AIOps Stakeholders:

Who needs the data?

Bringing It All Together With MicroFocus AIOps

"Insights-to-Action" Handshake

Automation Completes the AIOps "Insights-to-Action" Handshake

LEADING PRIORITIES INCLUDE:

- to put AIOps Analytics into Context is Critical
- Capturing Interdependencies
- IT and promote better IT-to-business alignment.

- Application-to-business services
- Infrastructure-to-business services
- Infrastructure-to-infrastructure
- Endpoint-to-infrastructure

OpsBridge Ultimate is distinctive in its breadth of functionality, role support, and use case relevance

Top Ten Expected Benefits From AIOps Adoption

- Improved efficiencies within IT
- Improved OpEx
- Faster problem resolution (65%)
- Faster time to deliver new IT services
- Improved customer experience
- Improved employee and business outcomes

STAKEHOLDER ROLES:

THE TOP FIVE BUSINESS

INTEGRATIONS

- Applications management/support
- Data analyst/data scientist
- Engineering
- Systems
- Network

Automation in support of data articulation
- Configuration automation
- Business process automation

OpsBridge Ultimate has:

- Architecture for its wide ranging analytics
- More than 8,000 runbooks
- 200 fully supported integrations
- 10,000 hours per month through automation.

Top Analytic Priorities for AIOps are:

- Cross-domain application management
- Cloud management
- Network

With AIOps, Mean Time to Resolve Improved by 65%

Mean Time to Deliver New Services Accelerated 75%

Top Five AIOps Stakeholders:

- Business development/planning
- Customer experience management
- Engineering
- Education
- Data analyst/data scientist

What Benefits Should You Look For?

- Unique capabilities for self-learning to deliver personalized insights
- Access multiple data types
- High data volumes
- Assimilation of data from multiple tools and other sources

What Should You Look For?

The AIOps Model:

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Analytic Priorities for AIOps</td>
<td>Customer experience management</td>
<td>Engineering</td>
<td>Education</td>
</tr>
<tr>
<td>Customer experience management</td>
<td>Engineering</td>
<td>Education</td>
<td>Data analyst/data scientist</td>
</tr>
<tr>
<td>Engineering</td>
<td>Education</td>
<td>Data analyst/data scientist</td>
<td>ITSM</td>
</tr>
<tr>
<td>Education</td>
<td>Data analyst/data scientist</td>
<td>ITSM</td>
<td>Network</td>
</tr>
<tr>
<td>Data analyst/data scientist</td>
<td>ITSM</td>
<td>Network</td>
<td>Network</td>
</tr>
</tbody>
</table>

The AIOps Story:

Bringing It All Together With Micro Focus OpBridge Ultimate

- AIOps Investments Should Support Multiple Use Cases
- Capturing Interdependencies is key to AIOps Analytics being contextually relevant
- IT and promote better IT-to-business alignment.

- Application-to-business services
- Infrastructure-to-business services
- Infrastructure-to-infrastructure
- Endpoint-to-infrastructure

- Automation is in support of data articulation
- Configuration automation
- Business process automation

OpsBridge Ultimate is distinctive in its breadth of functionality, role support, and use case relevance

www.microfocus.com

Customer Quotes:

"An excellent job of fully documenting the solution and supporting our use cases.

"Oh what a 90% reduction in incident volumes per month in our infrastructure business. We are saving 10,000 hours per month through automation."

"We've seen a 90% reduction in incident volumes per month in our infrastructure business. We are saving 10,000 hours per month through automation."

"We evolved to having a fully automated environment for monitoring 24x7, which means we have zero people doing traditional monitoring and maintenance."

"With AIOps, Mean Time to Resolve Improved by 65%"

"Mean Time to Deliver New Services Accelerated 75%"