Today's business environment demands more effective ways of working. Higher visibility in critical areas means change that is deep, immediate, and innovation-driven. Business agility requires business processes that fall in speed and scale. Performance improvements mean work flows anywhere, expand the workforce, and enable everyone in any combinations.

Key benefits:
- Faster time to find and fix problems
- Tool set reduction/consolidation
- Proactive ability to prevent problems
- Improved OpEx efficiencies within and across IT
- Reduced time developers spend troubleshooting production performance
- Smoothed handoff from development into production
- Optimized application performance by rapid feedback to development
- Direct support for development in application performance and design

Research demonstrates that the combination of AIOps with higher levels of automation brings:
- Better business outcomes
- Predictable benefits across top use cases

AIOps + Automation = better business outcomes

Why AIOps?
- Why Now?
- Business agility in a changing world
- Automation combined with AI/ML and analytics revolutionize IT/business alignment and efficiencies

Cross-domain processes crash siloed IT boundaries with shared data, common insights, and action

Digital transformation means change that is deep, ongoing, and comprehensive

Work from anywhere expands the workplace to home, office, and anywhere in any combinations

Top business outcomes to expect from successful AIOPs
- Improved end-user/customer experience
- Better alignment with IT and business service performance
- Faster onboarding of new customers and employees
- Improved business performance/revenue through business process efficiency
- Accelerated digital transformation

Why AIOps?
- Accelerate new business services
- Deliver first-rate customer experience and service quality
- Drive innovation
- Improve end-user/customer experience
- Create a competitive advantage
- Improve business performance/revenue
- Enable a faster speed to market

Value has dramatically exceeded costs 42%
Value has slightly exceeded costs 39%
Value has risen to fully equal costs 16%
Overall costs are still exceeding value 3%

AIOps directly benefits multiple business roles

AIOps = better business outcomes