

Why AIOps? Why Now?



Today's business environment demands more effective ways of working

Digital transformation

means change that is deep, ongoing, and comprehensive

Business agility

requires new business services that roll out with speed and effectiveness

Work from anywhere

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

Cross-domain processes

crash siloed IT boundaries with shared data, common insights, and action

Cost

is front and center as organizations reevaluate investment priorities

Automation combined with AI/ML and analytics

revolutionize IT/business alignment and efficiencies

Transform IT with AIOps

Research shows that AIOps platforms unify IT stakeholders across domains



On average, AIOps platforms support

8

domain-specific roles and

11

cross-domain roles

Predictable benefits across top use cases

Incident, performance, and availability

Faster time to find and fix problems

Tool set **reduction/consolidation**

Proactive ability to prevent problems

Improved OpEx efficiencies within and across IT

Change impact and capacity optimization

Improved change management and correlation with performance

Ease and accuracy of keeping CMDB/CMS current

More effective migration to public cloud

Faster time to deliver new IT services

DevOps

Reduced time developers spend troubleshooting production performance

Smoothed handoff from development into production

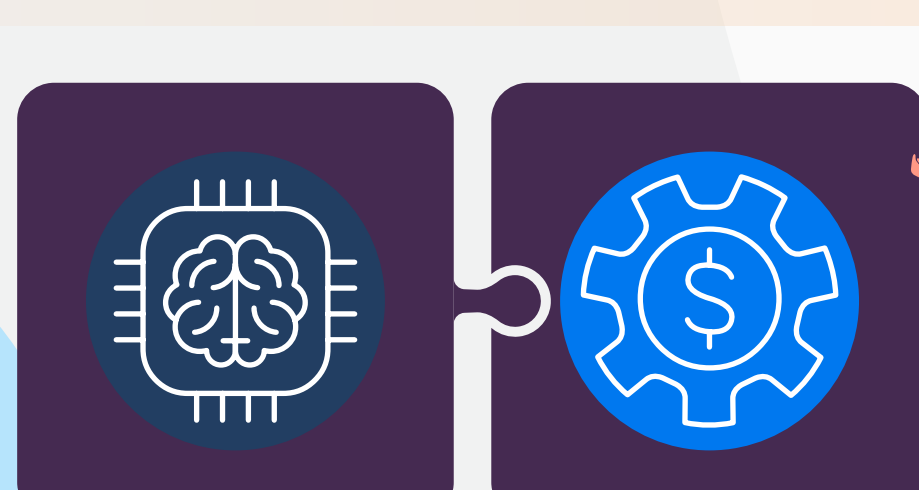
Optimized application performance by rapid feedback to development

Direct support for development in application performance and design



AIOps + Automation

business agility in a changing world



Research demonstrates that the combination of AIOps with higher levels of automation brings:

- 1 Speed and effectiveness of digital transformation
- 2 Improved success rates of IT initiatives
- 3 Ability to support an increased volume and range of services
- 4 Better service to customers and employees alike
- 5 Cost efficiencies

AIOps = better business outcomes



60% reduction in the time required to bring new customers on board

29x more proactive problem resolution

76% reduction in the number of incidents

400% reduction in mean time to repair

!! Deliver first-rate customer experience and service quality

AIOps directly benefits multiple business roles

Online operations

Line of business

Digital transformation teams

Executive non-IT

Business application owners



Top business outcomes to expect from successful AIOps

Accelerated digital transformation

Improved end-user/customer experience

Better alignment with IT and business service performance

Improved business performance/revenue

Improved business performance through business process efficiency

Faster onboarding of new customers and employees

Ability to **drive** innovation



97% of AIOps initiatives pay for themselves in hard savings

