



PacketAI
Hands-off monitoring

PacketAI – Hands-off monitoring

Why invest in an AIOps solution?

The need for AIOps. Why now?

The IT infrastructure landscape has undergone rapid change in the past 10 years. From siloed & monolithic on-premise architectures, companies are now turning to cloud-based distributed environments at an unprecedented pace. **The existing monitoring tools were not designed to manage such complexity** - both in terms of the ability to monitor distributed architectures and handling enormous amounts of data.

In addition, while using traditional threshold-based monitoring tools, engineers receive multiple (too many) alerts and have to manually analyze huge chunks of data. **Resolving incidents remains reactive and can be painfully long**. This has a direct impact on the quality of service (QoS) - businesses can suffer heavy losses and customers face the consequences of degraded service levels. According to a NewVoiceMedia study, American companies alone lose \$ 75 billion a year due to bad user experiences.

Above are the few reasons why CIOs are looking for AI driven ITOps solutions to resolve these challenges. To sum up the two main challenges are:

1. Prevention of IT incidents
2. Identification of correlations between anomalies within the IT infrastructure to accelerate MTTR

This is exactly the context in which AIOps can help teams better manage their incident workflow, prevent IT incidents and help resolve them quicker.

What is AIOps?

AIOps - Artificial intelligence for IT Operations - is a term that includes: the use of Big Data analysis, Machine Learning (ML) and other Artificial Intelligence technologies **that automate prediction, detection and resolution of IT incidents**.

The solution makes it possible to anticipate incidents and find the correlation between the ingredients causing these incidents, thus facilitating the work of the IT teams. This helps avoiding costly system breakdowns while **reducing the pressure on the workforce**.

Finally, if organizations can **anticipate and prevent IT problems**, they can save considerable time and money while ensuring an optimal customer experience.



The main functionalities of an AIOps solution:

An AIOps solution must cover the entire IT Infrastructure and the whole spectrum of IT operations i.e. from seamless data collection, noise reduction to predicting, investigating and helping teams remediate the incident.

AIOps is therefore a combination of algorithms that help engineers get a holistic view, make better decisions and implement actions improving incident management practices.

In further detail, an AIOps platform allows:

- To **collect and ingest data** (log, events, incident tickets, metrics) from the entire infrastructure.
- To **analyze the data** using machine learning to reduce noise, **understand correlation patterns, detect anomalies, determine the root cause of the problem** (Root Cause Analysis) and identify the causal links between the ingredients and the incidents. These machine learning driven capabilities **accelerate troubleshooting and resolution** of both known and black swan types of incidents.
- **To automate and orchestrate the operations** enabling actions to resolve key issues. As a result, IT engineers spend less time on repetitive tasks and can be more efficient while focusing their attention on quicker resolution.
- To construct a machine generated **knowledge base around IT infrastructures** and facilitate better collaboration between IT teams. AIOps not only identifies the issues but it also provides each team with relevant data to accelerate the resolution of incidents.

An AIOps solution allows to:



From reactive intervention to predictive problem solving

This is largely what AIOps strives to achieve: **apply Artificial Intelligence to raw Infrastructure data (logs, metrics, events)** in order to spot patterns long before humans do and provide recommendations for faster remediation.

The Gartner analyst Dennis Smith rightly pointed out: *"Automation is to modern infrastructure what blood is to the body"*.

We will be delighted to explain how our AIOps solution can help you improve your IT operations while generating a strong ROI. Please contact us to test our predictive monitoring AIOps solution via this email: contact@packetai.co