

# IBM Watson AIOps

An AI-powered IT incident resolution application, fueled by your own data

## Needing a single source of truth

In the 21<sup>st</sup> century, IT infrastructure acts as the central nervous system for businesses, governments and other complex organizations. Managing large annual investments in corporate technology puts CIOs under more pressure than ever to deliver innovation and emerging technologies to their stakeholders while keeping costs down.

In today's technology-driven landscape, even the smallest of IT outages can cause massive economic impact. IT leaders indicate that the costliest aspects of downtime are lost revenue (53%), lost productivity (47%) and negative impact on corporate reputation (41%)<sup>1</sup>.

IT teams sift through data pulled from topology, logs, tickets, alerts and more to better predict and reactively solve IT outages. Through these disparate data sources and disjointed tools, teams still

## Highlights

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- Remove guesswork and preemptively resolve your next IT outage
  - Merge structured and unstructured data, on any cloud
  - Manage complex multi-cloud and multi-vendor environments to easily align to your IT practices
  - Surface insights within your existing ChatOps environment
  - Develop insights quickly with pre-trained models that accelerate time-to-value
  - Explain the decisions and recommendations provided
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lack a view to address outages from a single shared perspective.

If an issue is detected, teams use multiple platforms to notify members and diagnose issues through a network's standard runbook. Teams often work with tools that are time-stamped and don't summarize an outage into one cohesive conversation within their existing collaboration environment.

## Unleash your IT Team

IT professionals around the world are overwhelmed with data but often have difficulty identifying the insights that truly matter. Site Reliability Engineers (SREs) can spend the majority of their time sifting through multiple data sources, but they need to shift to mission-critical workloads.

Teams must be agile to operate across multiple departments quickly. When outages occur, IT professionals often diagnose the issue and develop a crisis plan by using a runbook.

However, professionals are not provided evidence for actions recommended by runbooks. Often SREs can attempt a number of solutions to address an issue, but they are not equipped with the best possible resolution.

## Unlock the power of AI for IT

To answer the growing demand for a platform that aggregates a variety of IT

data including tickets, logs and alerts, IBM created Watson™ AIOps.

Backed by more than one hundred and twenty patents from IBM Research and powered by the strongest Watson technologies like NLU, machine learning and NLP, as well as powerful event management, anomaly detection and event group capabilities, Watson AIOps is an essential product for every enterprise. Watson AIOps helps users accurately detect and diagnose both application and IT infrastructure related issues to reduce downtime, help protect brands and support the bottom line.

When given access to your log, ticket, alert and topology data, Watson AIOps integrates with your existing toolchains. It leverages predictive modeling to connect the dots between application log anomalies and metric-based alerts, mapping those potential problems to specific locations.

Watson AIOps is an AI-powered application that augments CIO workflows by utilizing data and evidence from across your IT landscape and surfacing the most mission-critical events to your cross functional teams via ChatOps. Watson AIOps actively engages IT operators to diagnose anomalies and resolve incidents. It explains the insights it surfaces from across your chosen IT tool set so IT operators can automate the resolution of future incidents of the same type.

The ability to provide trust and transparency in AI predictions and models

remains a top concern for enterprises around the world. Watson AIOps provides clear recommendations through correlation, causality and pattern identification.

## Solve for your next IT outage now

CIO offices demand quick results from technology investments and seamless integration. Watson AIOps provides out-of-the-box root cause AI models that target problems in the IT operations domain. The technology integrates with your existing IT Ops tools and allows for model customization. With this product, businesses have the ability to assess, diagnose and react to anomalies in real time across disparate systems to improve reliability and availability for their company, helping them in turn deliver greater returns and protect their digital reputations.

Offering holistic, real-time insights and an interactive and consultative engagement experience, IBM provides peace of mind and instills agility into business workflows. With IBM Watson AIOps, teams get insights, not just more data, enabling operations to keep pace with faster development cycles, reducing skill requirements while increasing the ability to exceed financial targets.

Watson AIOps helps businesses execute an AI-first strategy, allowing them to operationalize their data and transform their workflows. CIOs of the future will be

able to use IBM's AI-powered insights platform across their IT landscapes and development toolchains to transform internal experiences, reduce risk, exceed client expectations and deliver value.

## Summary

With Watson AIOps, you can place AI at the core of your IT operations and apply it across all business workflows to converge application and infrastructure management.

IBM Watson AIOps brings the depth and breadth of our enterprise expertise to managing complex, mission-critical IT environments. We can help you apply AI to IT operations to maximize efficiency, reduce costs and maintain the resiliency and security you need to drive meaningful innovation.

## For more information

To learn more about IBM Watson AIOps, please contact your IBM representative or IBM Business Partner, or visit the following website:

[ibm.com/products/watson-aiops](https://ibm.com/products/watson-aiops)

## Footnote

<sup>1</sup> "The Real Costs of Planned and Unplanned Downtime," Forrester opportunity snapshot: a custom study commissioned by IBM, August 2019 [ibm.com/downloads/cas/L57KW7ND](https://ibm.com/downloads/cas/L57KW7ND)

## IBM Watson AIOps Features and Benefits

Features	Benefits
Open platform	<b>Deploy where you want.</b> Consumable on your cloud of choice or preferred deployment option.
Toolchain integration	<b>Connects to any collaboration platform.</b> Deliver alerts directly in your teams' preferred ChatOps experience.
Actionable insights	<b>Deliver actionable insights to improve responsiveness.</b> Uncover hidden insights and determine root causes faster by correlating a vast amount of unstructured and structured data across silos and tools in real time.
Predictive modeling	<b>Connect the dots across data and diagnose problems faster.</b> Brings business context to disparate components through an application-centric approach. IT operators can spend a majority of time sifting through data from topology, logs, tickets and alerts. Watson AIOps provides a clear view of anomalies, with linkages to sources for faster investigation and resolution.
Intelligent workflows	<b>Define consistent applications and deployment policies, creating more intelligent workflows.</b> Automating security in a hybrid, multicloud environment means enforcing policies consistently across resources rather than relying on custom coding or working with multiple software packages and manual processes.

## Why IBM?

IBM Cloud offers the most open and secure public cloud for business with a next-generation hybrid cloud platform, advanced data and AI capabilities, and deep enterprise expertise across 20 industries.

IBM offers a full stack cloud platform with over 170 products and services covering data, containers, AI, IoT, and blockchain. To learn more, visit [ibm.com/cloud](https://ibm.com/cloud)

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