

IBM AIOps platform solutions: IBM AIOps Insights and IBM Cloud Pak for AIOps

Automate, predict and remediate with modern
AI-powered incident management



Highlights

Optimize ITOps, automate
tasks and provide
real-time visibility

Proactively identify and
address complex issues
with incident analysis

Consolidate data, generate
topology and deliver
AI-powered remediation

Traditional IT incident management typically relies on manual processes and a “break-fix” method. But this limits modern enterprises because it’s reactive and time-consuming, data is siloed, and it’s not scalable.

The IBM® AIOps platform is the next evolution in incident and event management. Using telemetry and event analysis, advanced technologies identify meaningful patterns within data, provide actionable insights, automate detection and proactively respond to incidents. The solution helps clients streamline end-to-end IT operations at scale and can also help reduce the number of incidents they experience.

IBM offers one AIOps platform with two deployment options, depending on IT needs. The software as a service (SaaS)-based AIOps Insights solution automates incident resolution and increases uptime. It seamlessly integrates with IBM Instana®, IBM SevOne® and other third-party solutions such as Dynatrace and Datadog, and uses AI-driven remediation suggestions to help resolve incidents efficiently.

The self-hosted IBM Cloud Pak® for AIOps solution is designed to improve application performance across highly complex environments. It combines AI and machine learning capabilities with existing IT processes to streamline incident management.



The AIOps platform offers five key use cases:

1. Cross-domain data ingestion and integration
2. Topology generation
3. Event correlation and compression
4. Incident and pattern recognition and clustering
5. Augmented remediation

IT teams can aggregate and analyze data, reduce noise, swiftly triage incidents and efficiently resolve them. This enhanced approach to incident management results in greater resilience and scalability for IT operations.

Optimize ITOps, automate tasks and provide real-time visibility

IBM AIOps Insights and IBM Cloud Pak for AIOps give organizations the capabilities they need to streamline and optimize central ITOps management. These include:

- **Automation and orchestration**

Automate routine IT tasks, such as incident assignment and escalation, through integrations with IT service management systems, and enable orchestration of workflows to reduce manual effort.

- **Rapid deployment**

As a SaaS solution, AIOps Insights allows organizations to get up and running in just one day, accelerating time to value.

- **Flexible deployment options**

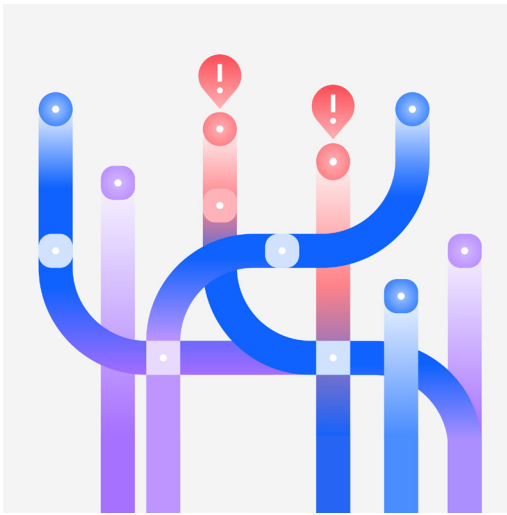
IBM Cloud Pak for AIOps can be deployed on premises, in hybrid environments or on the cloud, offering flexibility to organizations based on their specific requirements and infrastructure.

- **Holistic data collection**

From each integration, the solutions ingest events, metrics and topology, such as entities and their relationships.

- **Enhanced visibility**

Real-time status updates and notifications enable continuous monitoring and facilitate timely incident resolution.



Proactively identify and address complex issues with incident analysis

The IBM AIOps platform can handle the heavy lifting when it comes to the volumes of data generated by today's modern systems. This includes:

- **Data with context**

Analyze vast amounts of operational data, including logs, metrics, topology and events, to provide actionable insights and proactive recommendations for incident resolution and problem diagnosis.

- **Anomaly detection and probable cause analysis**

Use AI and ML to detect anomalies in real time, enabling proactive identification and resolution of issues before they impact users, and perform probable cause analysis to accelerate resolution.

- **Collaborative problem-solving**

Facilitate collaboration among IT teams by providing a central workspace for incident investigation, knowledge sharing and resolution tracking. Improve communication and accelerate problem-solving through integration with communication tools such as Slack and Microsoft Teams.

Consolidate data, generate topology and deliver AI-powered remediation

Using the IBM AIOps platform's built-in AI capabilities, IT teams have the power to boost performance and improve key metrics with features including:

- **Incident consolidation**

By consolidating data from various sources, teams can reduce noise and take advantage of a comprehensive view of incidents for faster resolution.

- **AI-powered remediation**

With integrated AI capabilities, both solutions suggest remediation actions, automating incident resolution and reducing mean time to resolve (MTTR).

Conclusion

The IBM AIOps platform is a game-changer for ITOps teams, revolutionizing incident management and propelling organizations toward operational excellence in the modern age of IT operations.

With the power of AI and ML, the IBM AIOps Insights and IBM Cloud Pak for AIOps solutions empower ITOps teams to streamline incident management processes, optimize IT operations and deliver enhanced customer experiences. By providing real-time visibility into the entire IT environment, automating routine tasks and enabling faster problem resolution, the AIOps platform offerings help organizations proactively detect and resolve issues, significantly reducing customer-facing outages. The result is improved efficiency, increased productivity and maximized performance of IT environments.

Why IBM?

IBM has trusted and proven AI, application and software leadership and experience. We offer a comprehensive set of automation solutions with a vision for modern IT operations that enables organizations to unleash innovation and drive better business outcomes.

For more information

To learn more about IBM AIOps Insights or IBM Cloud Pak for AIOps, please contact your IBM representative or IBM Business Partner, or visit ibm.com/products/aiops-insights or ibm.com/products/cloud-pak-for-aiops.

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New Orchard Road
Armonk, NY 10504

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