

## Head-to-head

# Traditional versus AI-powered incident management

Why the old “break-fix” strategy doesn’t work for modern IT organizations

IT teams rely on incident management to find and fix any number of unplanned events, from the mundane to the profound. But as your systems have evolved, has your approach to incident management kept pace? An AI-powered solution can help you stay competitive and keep your business operations running smoothly, as the following side-by-side comparisons show.



## Reaction time

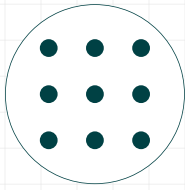
### Traditional

- Can bog down teams by being reactive and time-consuming.
- Relies on manual declaration of an incident before action can be taken.
- Often results in downtime and disruptions to business-critical processes.
- Can create latency and poor customer experiences.

### AI-powered

- Offers teams proactivity and efficiency.
- Automatically analyzes information from the environment to discover, predict and prevent incidents before they can impact business processes.
- Often results in faster time to identify incident causes.
- Helps maximize uptime and enhance customer satisfaction.

## Data management

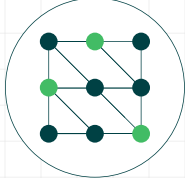


### Traditional

- Siloes data, making response processes inefficient.
- Impedes comprehensive insights into the underlying causes of incidents.
- Hinders collaboration between IT operations teams, subject matter experts and cross-functional stakeholders.
- Slows down incident resolution and increases MTTR.

### AI-powered

- Ingests and correlates data from various sources to provide a comprehensive view of the entire IT landscape.
- Helps IT operations teams quickly identify the underlying causes of incidents.
- Promotes collaboration between teams, subject matter experts and stakeholders.
- Expedites incident resolution, reduces MTTR and improves overall operational efficiency.



## Scalability

### Traditional

- Scaling up is difficult.
- As IT complexity increases, the volume, variety and sophistication of incidents become more difficult to address.
- Manual processes can overwhelm teams and delay identification, prioritization and resolution of incidents.

### AI-powered

- AI and automation enable scalability.
- AI can analyze vast amounts of data in real time to handle increases in the volume and variety of incidents.
- Teams can more effectively manage incidents, regardless of the size and sophistication of their IT environment.

## Predictive ability

### Traditional

- Can’t anticipate issues.
- Relies on historical data and error-prone manual thresholding to detect and address issues.
- Can’t proactively prevent incidents before they impact the business.

### AI-powered

- Anticipates issues and prevents them proactively.
- Can detect thresholds automatically and identify patterns, trends and potential risks that may lead to incidents.
- Enhances operational efficiency by empowering preventive actions, such as proactive maintenance and capacity adjustments, that reduce the likelihood of incidents occurring.

## Interested in more insights and discussion on this topic?

Learn how you can take this faster, more modern approach to incident management. Check out these IBM® AIOps Platform solutions:

[IBM AIOps Insights \(SaaS\)](#)

[BM Cloud Pak® for AIOps \(self-hosted\)](#)

