

Continuously optimize application performance with IBM AIOps

Get the best out of your AI and automation investment with IBM services for AIOps (IBM Ops^{ai})

Highlights

Build the most relevant, customized experience for every client

Continuously deliver on application availability

Control application management costs

Rapidly extract value from your processes

Accelerate timeframe for critical support

Focus more time and resources on innovation

We are in a new era of digital reinvention

Today's organizations need to continuously expand the scale of business operations to stay competitive in a fast-growing digital economy and an ecosystem of virtual enterprises. Business and IT applications are at the core of an organization's operations, and the organization's success is dependent on having continuous access to these applications that users need to do their jobs—from executives, sales, customer service and support, to finance, marketing, production, distribution and beyond.

As companies take the necessary steps to modernize IT environments, they face new operational challenges that impact application performance, reliability, resiliency and compliance. To reap the full benefits of modernization, your IT organization must be able to continuously deliver on application availability while controlling application management costs.

Leveraging the power of AI for application management

The ever-growing complexity of application environments is quickly outpacing the traditional 'human power'-intensive approach to IT operations. By embracing AI and machine learning (ML) in their IT organization, IT leaders can rapidly extract value from their processes, accelerate timeframe for critical support and focus more on innovation. This unification of AI and IT operations is referred to as AIOps.

AIOps delivers the most benefits when it's deployed with the intent of transformation versus just automating traditional processes. But as most organizations have realized, transformational deployments often do not meet with success due to lack of integration expertise or the complexities arising from a multi-modal IT estate supported by a multi-partner services ecosystem.



Mapping AIOps to organizational IT maturity

To ensure the success of AIOps transformations, IBM recommends a step-by-step approach. As every organization's application landscape is unique, we can help determine the right starting point as well as the transformation goals for the AIOps project.

These profiles and the respective solutions are designed to cover the breadth of IT transformation within an organization. Since each organization has a portfolio of applications with varying digital maturity and technology profile, we employ an agile approach to transformation at IBM.

IT Problem Avoidance (AI/ML-powered ITOps, Service Management)

For organizations that need help in predicting incidents and also a future-proof solution for addressing IT problems

Intelligent Application Resource and Performance Management (AI/ML-powered ARM)

Need to continuously analyze application performance and get insights into optimization of the overall IT ecosystem

Intelligent Application Lifecycle Management (AI/ML-powered DevOps, SDLC, Value Stream Management)

Need an orderly way to co-relate ITOps and BizOps to efficiently manage the value stream for an enterprise—improve business value through AI-driven ITOps

AI/ML-powered Total Security (AISec)

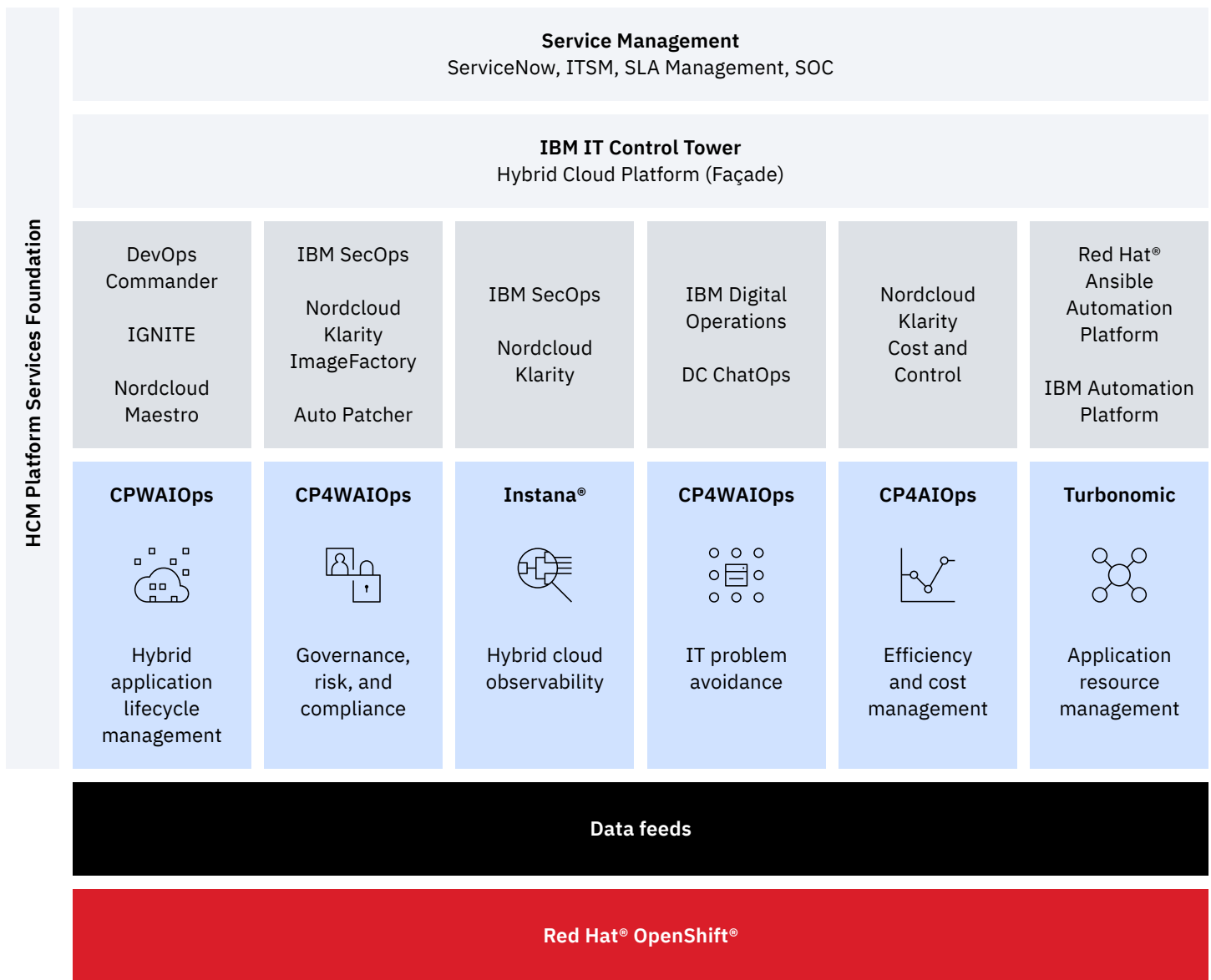
Need support for managing risks and improving governance and compliance in multi-vendor ecosystems

Intelligent Cost and Efficiency Management (ICE)

Need help in using AI to improve the overall efficiency of ITOps, improve application reliability and resiliency and optimize IT Run costs

IBM Ops^{ai}—bringing together the best of agile and open solutions

Transformation requires agile solutions that are open and flexible. To accelerate outcomes, we bring a portfolio of best-in-class modular solutions, tools and services. Combined with flexible commercial and delivery models, these solutions have proven to generate value and increase the reliability of IT.

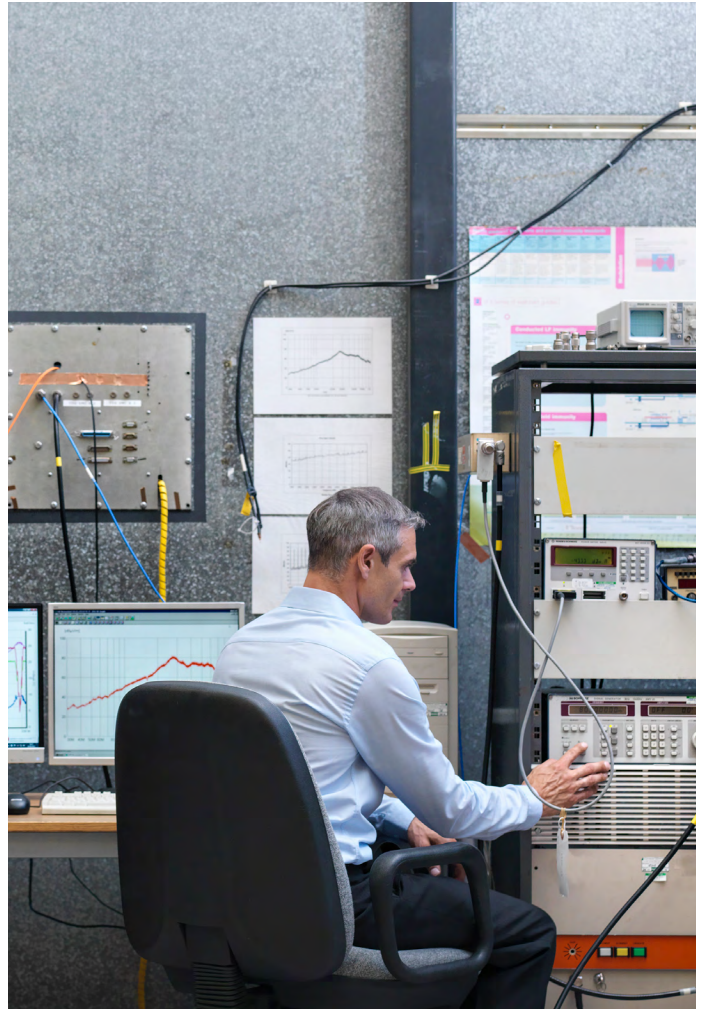


Open standards approach towards AIOps

The relevance of an IT solution within an organization is determined by its ability to integrate with the existing platforms and add value through continuous transformation. IBM's approach towards implementing AIOps is always based on open standards, and our solutions are modular to enable plug and play. As a result, we are able to leverage the existing investments within our client premises and stitch them together with IBM's advanced solutions and capabilities to build the most relevant, customized experience for every client. Our assets are built to be agnostic to the underlying technology stack and, therefore, helps accelerate the transformation, no matter the choice of tools.

AIOps as a service

With the best-in-class products hosted and managed by IBM, we are able to extend AIOps solution platforms as a service and generate accelerated outcomes due to a shorter onboarding process. We securely integrate with the existing IT instrumentation to collect the required metrics, analyze the data and provide actionable insights through a single pane of view consumption. While we utilize our opinionated technology stack for the platform, we maintain our open standards stance to be able to plug and play and be flexible within the as-a-service guardrails.



The right partner can ensure the success of your AIOps journey

Operationalizing AIOps successfully from the start requires skillful balancing of multiple domains—people, processes and tools. This becomes even more critical when organizations embark on multi-year transformational AIOps projects that are closely tied to the growth and success of the entire business. To get AIOps right, organizations need to be willing to invest in the right skills, be ready for dramatic changes to traditional IT processes, have dedicated personnel for project management, and so much more. However, AIOps experience is the most critical requirement for successful and timely completion of projects. IBM has the expertise, experience and demonstrated success to help guide your adoption of AIOps as part of your larger digital transformation journey.

To learn more about IBM AI-powered automation for applications and IT, schedule a consultation ibm.com/account/reg/us-en/signup?formid=MAIL-gbs.

Why IBM?

IBM is a recognized leader in cloud application management services with the in-depth expertise to manage all your applications, whether they run in the public cloud, on-premises or in the private cloud. Engage IBM Consulting as your trusted partner to join the IT leaders who aim to reduce costs by 50% and continuously improve application performance and availability with AIOps¹. Working with IBM Consulting will enhance the overall customer experience, which will eventually lead to better business revenue and growth. IBM Consulting services accelerate time to value with frameworks, assets, accelerators, models, visualization and dashboards that are enterprise scalable based on proven best practices and re-usability. IBM Consulting's differentiation is fueled by our depth and breadth of expertise, with an underlying layer of tools and accelerators that includes:

- Proven DevOps solution and services, enhanced by an observability framework based on Instana®
- Dynamic resource management and cost optimization from Turbonomics
- Predictive AIOps by IBM Cloud Pak® for Watson AIOps
- ChatOps based on Watson Assistant (or even other open source frameworks)
- Multicloud FinOps by Nordcloud Klarity

With IBM Consulting, you can identify the highest ROI in less than a week, get to a minimum viable product in about 6 weeks, and deliver results at scale in about 12 weeks.

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1 The Forrester TEI Study: Total Economic Impact™ Of IBM Cloud Pak For Watson AIOps With Instana

