

Scale with AI-powered applications management for the AWS and hybrid cloud environments

Improve application resiliency and performance

Imagine that a 1-second delay in app response leads to 11% less customer traffic, a 16% decline in customer satisfaction and 7% fewer customer conversions.¹ How does that delay impact your business?

Applications are the backbone of any digital business. To keep them running without disruption, poor performance and outages is a Herculean task. As businesses increase cloud adoption, they're challenged with increased complexity, tech sprawl, data and metric overload, and alert fatigue. In cloud-native environments, companies are often challenged with the complexity of tools, processes, technologies and high volumes of logs, alerts and other data.

It requires expensive skills and expertise to maintain modern applications and deliver business outcomes that aren't easily available in the market. These issues delay businesses from realizing the value of their investments and generate suboptimal application performance and resiliency. They also slow down the application release cycles, thus preventing developers from using the innovation and agility that AWS provides to customers.

The IBM Consulting™ Platform Services on AWS offering enables intelligent application management and operations using AWS cloud-native tools. It empowers IT leaders, developers and site reliability engineers with AI-powered management of complex hybrid and cloud-native enterprise applications in AWS environments.

The solution is built by combining insights, intellectual property and IBM's expertise in application management with AI-powered tools and enablers. Together, machine learning (ML) and automation help deliver next-generation application management and operations that enhance overall business availability, performance and IT efficiency.

By simplifying and overseeing the IT landscape, the solution increases application reliability and automates issue resolution fast while optimizing costs that drive client and brand satisfaction. It supports enterprises that need help in transforming their traditional operating model to support cloud-native modern applications.

When implemented, IBM Consulting Platform Services on AWS accelerates problem resolution, amplifies reliability for applications in hybrid or multicloud environments and helps deliver the following key IT operations metrics:

- Decreased mean time to investigate (MTTI)
- Decreased mean time to detect (MTTD)
- Increased mean time between failures (MTBF)
- Decreased mean time to resolution (MTTR)
- Improved site reliability engineering (SRE) metrics, such as latency, traffic, saturation and others
- Increased productivity and reduced manual tasks through automation
- Reduced event and alert noise through AI and ML

The robust capabilities of IBM Consulting Platform Services on AWS enable systems to identify, predict and resolve various IT issues while helping to support regulatory and business compliance needs. It helps:

- Increase application reliability by 50%.²
- Resolve issues before they happen and reduce IT incidents by up to 50%.²
- Reduce mean time to incident resolution by 35%.²
- Speed up root cause analysis (RCA) by 40% for critical incidents.²
- Lower the total cost of ownership (TCO) by 20%-40%.²
- Enhance security and policy compliance.

[Learn more](#) about streamlining your IT and application landscape of AWS services with IBM Consulting Platform Services on AWS.

1. Slow is the New Downtime When it Comes to Web Performance, Aberdeen Strategy & Research, 5 August 2015.
2. Claims are based on IBM Consulting client engagements. Individual results may vary.