

AI-powered application and platform observability solution built on AWS

Improve application reliability and resiliency in AWS and hybrid cloud environments

Digital transformations and the adoption of distributed architecture on hybrid multi-cloud platforms can make IT operations complex. Plus, application performance and issues within your technology stack can impact costs. To ensure comprehensive visibility and zero disruption, organizations rely on multiple observability tools. That fragmentation results in sprawl and can generate huge volumes of data. Further, expensive skills are needed to maintain modern applications and deliver business outcomes. Such challenges lead to subpar application performance, resiliency issues and slower application release cycles.

IBM Consulting AIOps on AWS enables organizations to intelligently manage applications and operations. It combines AWS observability and management tools with IBM Consulting proprietary assets, AI-powered solutions and enablers. The result is improved observability and application resilience.

The solution, developed by IBM and AWS, gives IT leaders, developers and SREs the ability to manage complex hybrid and cloud-native apps on AWS or other cloud environments. It leverages artificial intelligence (AI), machine learning (ML) and automation to expedite issue resolution, optimize cost, and improve performance and IT efficiency.



IBM Consulting AIOps on AWS can help with the following use cases:

- Application performance and availability
- Platform and multi-cloud observability
- Knowledge and incident lifecycle management
- DevSecOps insights
- Day 2 patch management
- Analytics, dashboards and reporting
- Process observability and value stream analysis

The solution integrates with generative AI services such as Amazon Bedrock, Amazon Q and IBM watsonx™ to drive efficiency and productivity. For example, it accelerates problem resolution by tapping into relevant alarms, traces, logs, anomalies, metrics, error code descriptions and product manuals to identify and summarize the root cause of an issue. It also recommends remediation steps, suggests run books to execute and generates remediation scripts.

For global pharma companies, the solution helped with faster identification of root cause for incidents and helped improve reliability.¹

Key capabilities include:

- Integrates deeply with AWS-native services, including generative AI
- Eliminates the need for additional observability products
- Provides single pane of view
- Improves application availability by reducing outages
- Enables faster time to market application lifecycle insights
- Amplifies application reliability and availability in hybrid or multi-cloud environments
- Supports regulatory and business compliance needs

The solution can deliver tangible results, including:

- Faster mean time to resolution (MTTR)
- Improvement in application resiliency
- Reduced mean time to incident resolution
- Faster root cause analysis (RCA) for critical incidents
- Faster time-to-market

[Learn about IBM Consulting services for AWS Cloud](#)

As an AWS Premier Tier Partner, IBM Consulting has over 24,000 AWS certifications, 17 validated service delivery programs and mastery in 19 AWS competencies.² We're also a market leader in AI and can equip your IT teams with the capabilities needed to manage hybrid and cloud-native enterprise applications, increase application reliability and automate cost-effective and fast issue resolution.

1. Pinpointing every possible improvement in the medicine supply chain, AWS, 2023

2. AWS consulting services, IBM