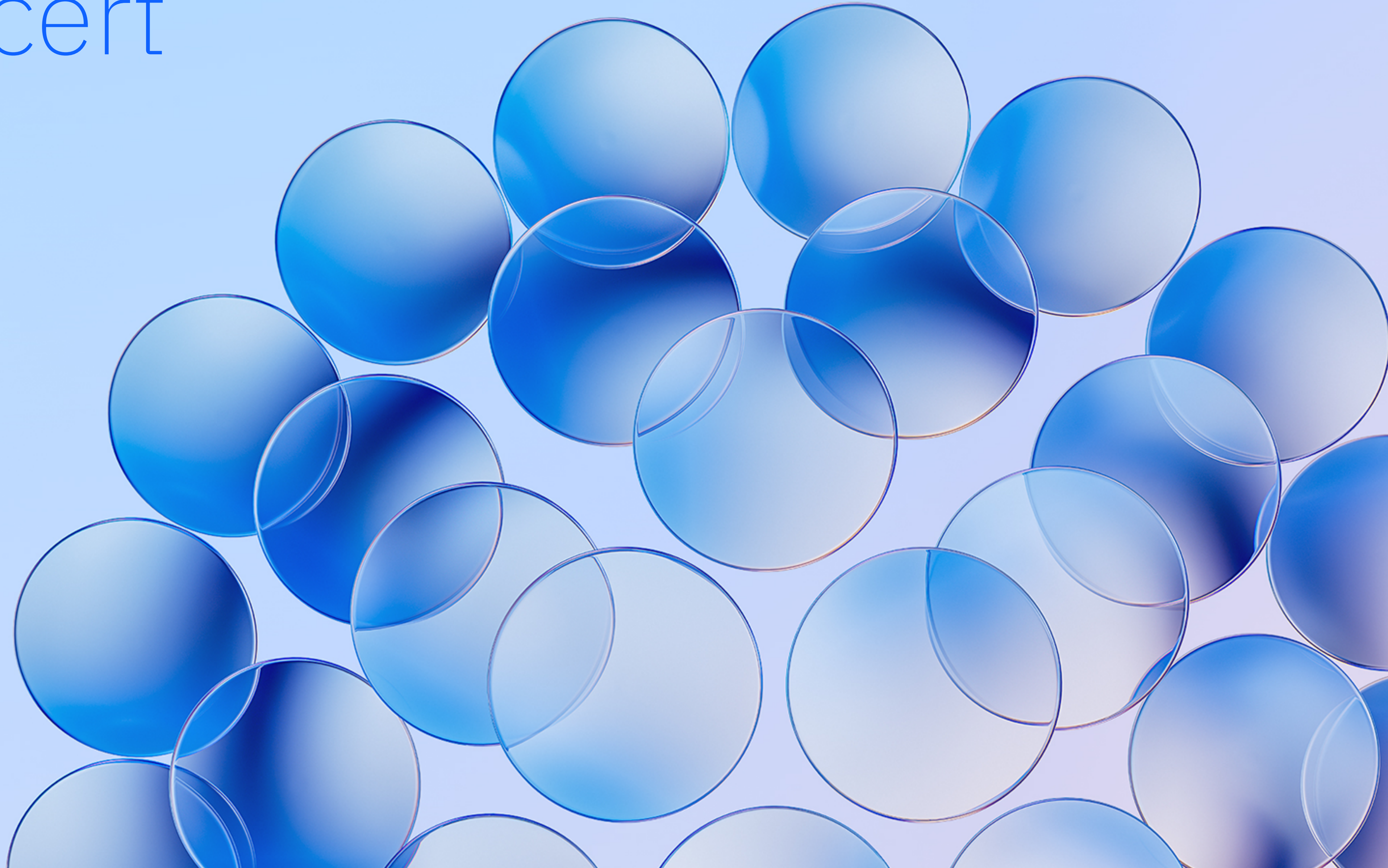


# IBM Concert platform

Turn AI-driven insight into  
coordinated action across  
your hybrid estate



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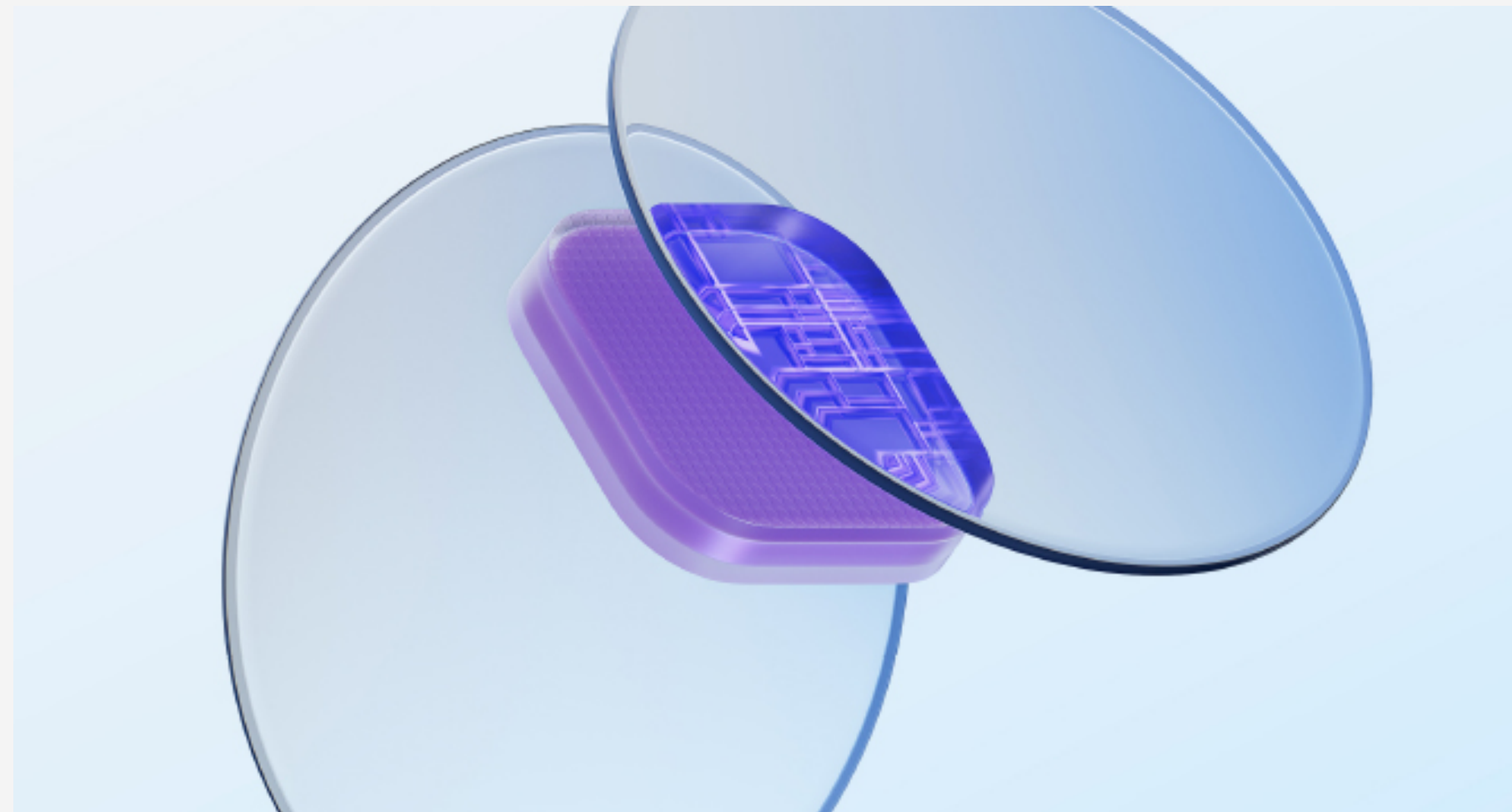
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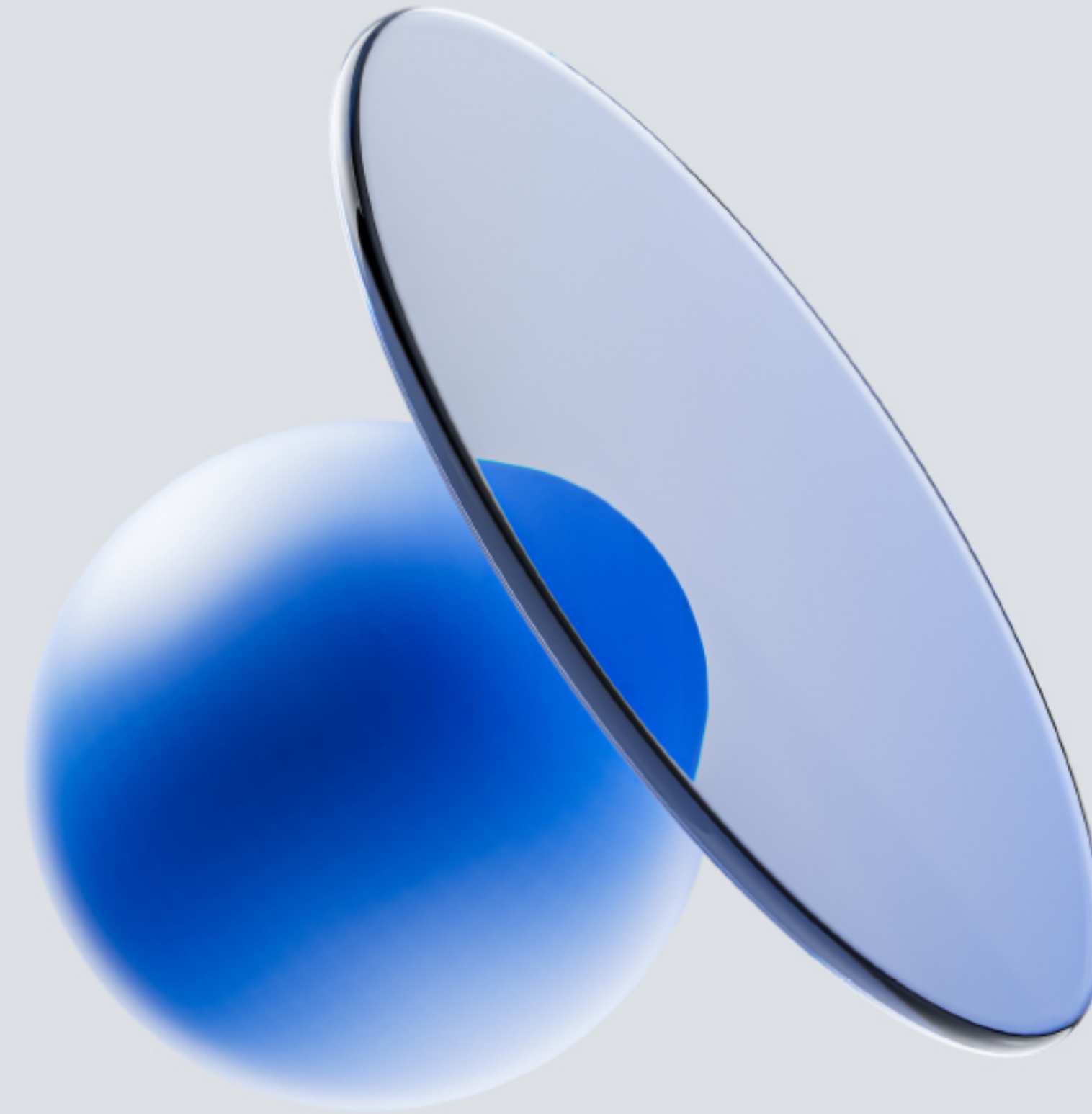
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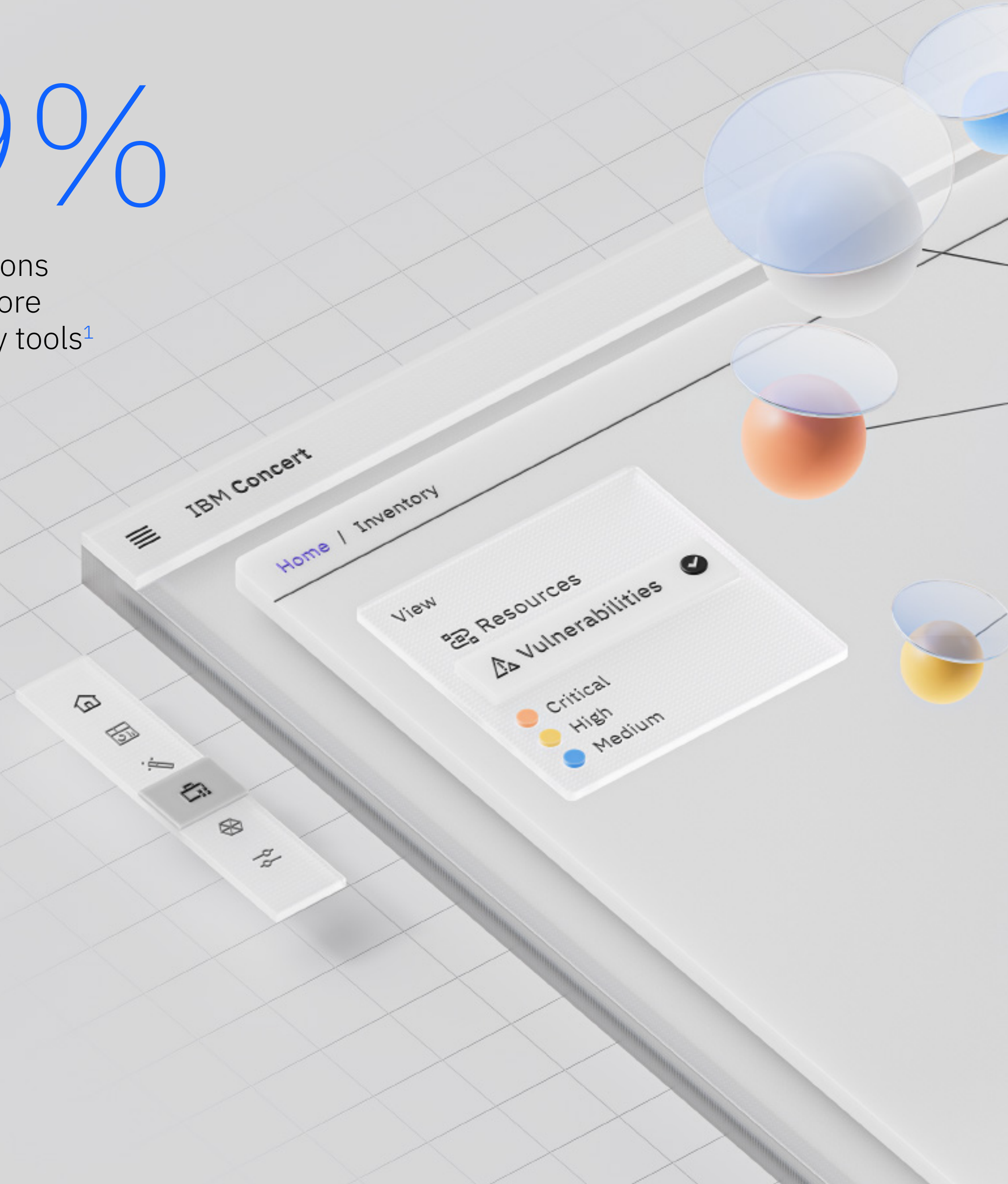
# 01

## Why intelligent operations?



# 69%

of organizations  
use six or more  
observability tools<sup>1</sup>



As environments scale and AI-driven workloads grow, IT operations are becoming more complex, dynamic and interconnected, increasing operational risk. The challenge is no longer visibility alone. It is the ability to understand what is happening across the environment and act on it in real-time.

Most organizations have invested in multiple observability and operations tools across applications, infrastructure and networks. These tools generate large volumes of signals, but they do not operate as a connected system. The result is increased noise, fragmented insight and slower decision-making. Teams are left manually correlating data, coordinating across silos and reacting after issues impact users.

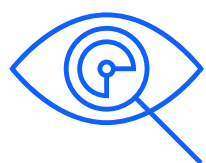
This fragmented model makes it harder to maintain performance, control costs and reduce risk. Instead of staying ahead of issues, teams are pulled into constant firefighting, leading to longer outages, higher operational overhead and inconsistent outcomes.

To operate reliably at scale, IT leaders need a different approach. They need to bring together signals, context and action across their entire environment. This means moving beyond visibility to collecting context, evaluating conditions and triggering actions across applications, infrastructure and networks.



## What you need to know

Fragmentation is prevalent. Clarity is not. 87% of IT teams use multiple tools, but only 29% of alerts are actionable.<sup>2</sup> The resulting inefficiency increases outage risk and spend. Meanwhile, the explosion of telemetry makes it even harder for teams to identify what truly matters.



## How a unified tech stack can help

A cross-domain platform that combines observability, optimization, security, risk management and resilience helps you derive insights and turn them into prioritized actions that improve performance and availability. With improved application performance and seamless operations, IT teams can enhance the user experience, control costs and build resilient systems at scale.

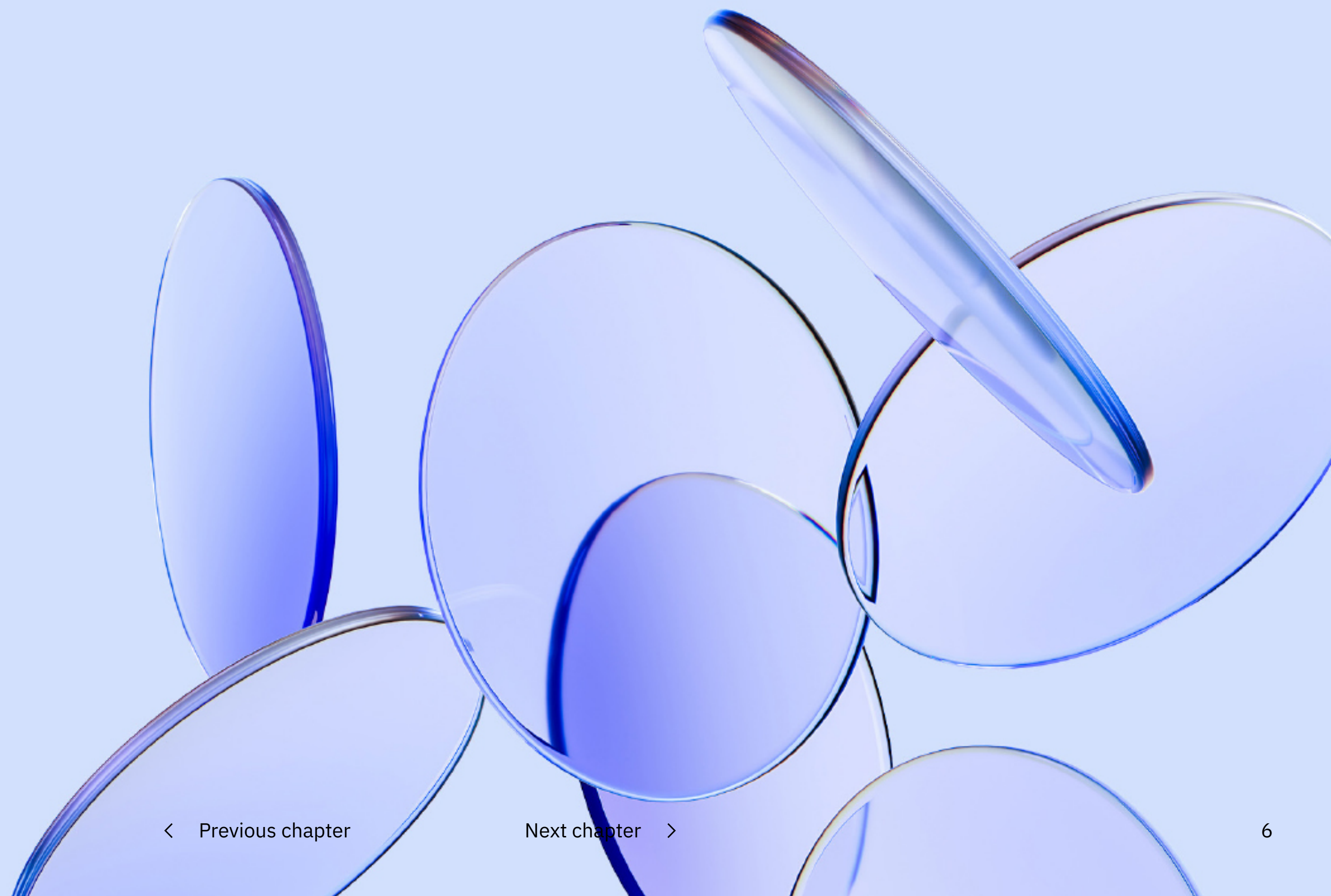


## Why should tech leaders act now

A cross-domain platform is becoming essential for managing modern hybrid environments. As complexity grows, the ability to connect insight with action across teams and domains will define operational performance. With AI, organizations can accelerate this shift, enabling faster decisions, more consistent execution and improved resilience at scale.

# 02

## Questions you should ask your IT operations provider



# It’s time to expect more from ITOps

- 1. How comprehensive is your visibility across the IT stack and environment?**  
Ask if you have end-to-end visibility across your applications, infrastructure, network, dependencies and hybrid and multicloud environments.

**2. How do you turn signals into actionable insight and correlate data across domains?** Ask your vendor if their solution provides features such as distributed tracing capabilities, real-time monitoring alerts, automated root cause analysis, issue prioritization and anomaly detection using AI.
- 3. Does your solution support hybrid deployment models such as edge, on-prem, private and public cloud environments?** See if your solution aligns with your organization’s infrastructure preferences and evolving infrastructure strategy.

**4. How do you optimize infrastructure resource usage and cost?** Ask your vendor what capabilities exist for managing and optimizing compute, storage and network resources in real time.

**5. Does your solution easily integrate with your current monitoring, automation and development tools, preserving your investments, or is it disruptive?** Ask what APIs, plug-ins and extensibility options are available.
- 6. How do you enforce risk management, security and resilience?** Ask about capabilities such as encryption and access controls that help you identify risk and comply with relevant regulations.

**7. How do you enable coordinated action across teams and domains?** See if your platform supports workflows, automation and cross-team collaboration to resolve issues effectively.

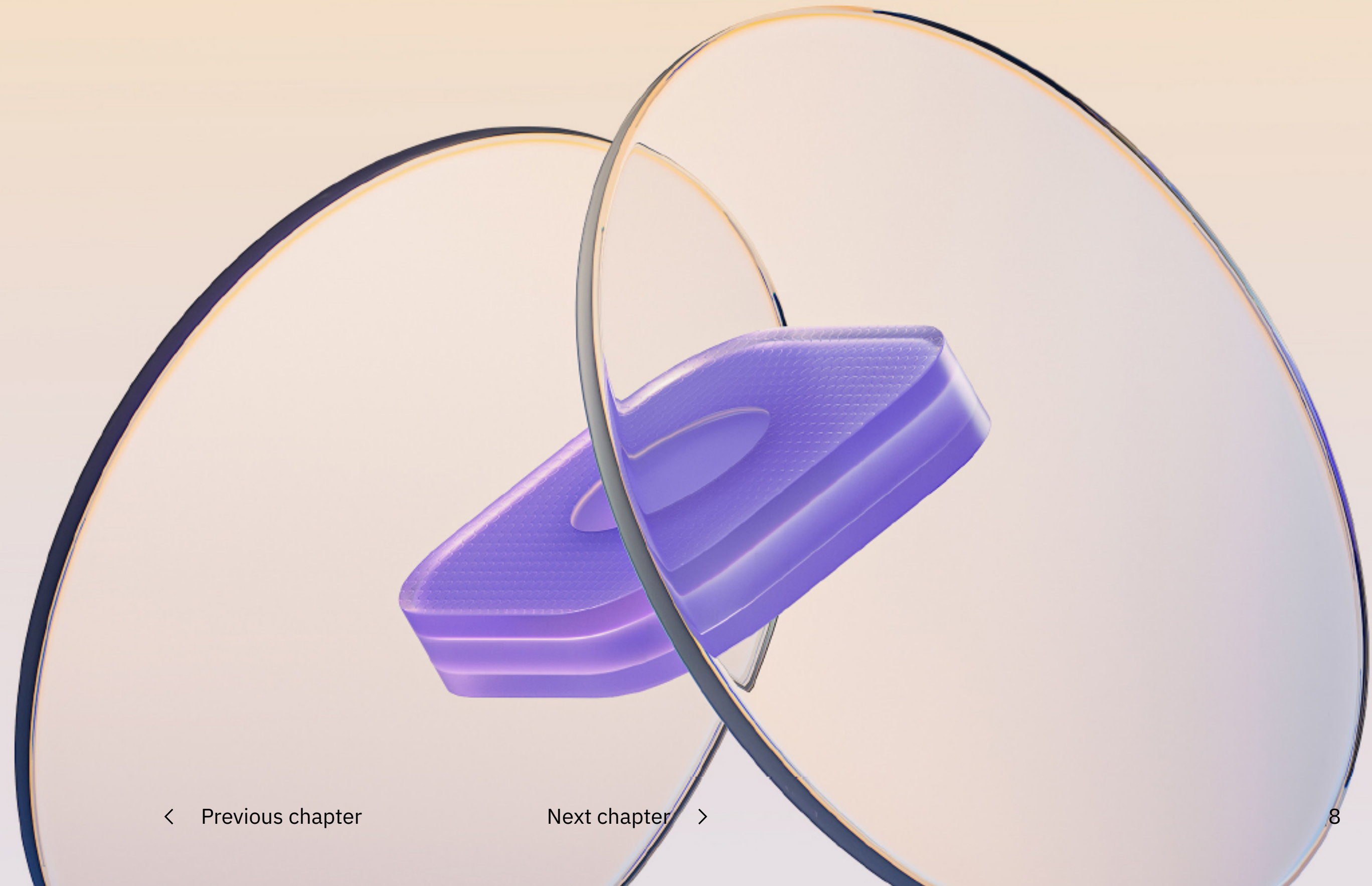
**8. How does your platform scale with growth?** Ask if it can handle increasing data volume, system complexity and operational demands over time.
- 9. How transparent and flexible is pricing?**  
Ask if pricing is predictable and reflective of value and how it scales with usage, environments and data.

**10. How intuitive and usable is the platform for different roles?** Ask what level of training or customization is required for teams to effectively use the platform.

**11. How is AI used to support operations and what role does it play in analysis and execution?** Ask if AI capabilities are explainable, governed and applicable across domains.

# 03

## IBM Concert: capabilities and real-world impact



# What Concert offers

IBM Concert® is a unified IT operations platform that brings together observability, optimization, automation and AI-driven insights across domains and environments. At the core of the platform are AI-powered operational agents that analyze incidents, route tasks across domains and convert signals into governed, explainable action. These agents do not operate in isolation. A coordinating layer routes work, orchestrates specialized agents and ensures actions are executed within governance guardrails and human oversight. Operators interact with these agents through a conversational assistant, enabling natural language investigation, guided workflows and dynamic visualization of system behavior.

A more in-depth look at what  
Concert provides:

## Full-stack observability

*Concert Observe provides clarity across your IT landscape, spanning applications, infrastructure and networks, so teams can better understand system behavior in hybrid and multicloud environments.*

It can automatically detect incidents and initiate governed responses across domains in near real time, correlating application, infrastructure and network telemetry to create shared operational context. By reducing noise and making cross-domain observability a single experience, it helps DevOps and site reliability engineering (SRE) teams identify root cause faster, minimize tool sprawl and resolve issues more efficiently.

## Optimization

*Concert Optimize helps you optimize application performance, availability and efficiency without overspending*

With Concert, applications run efficiently across hybrid and multicloud environments while reducing infrastructure and cloud costs. Your ITOps, CloudOps and SRE teams can take near real-time, automated actions such as rightsizing, scaling and workload placement.

## Resilience

*Concert Resilience helps you assess assets, liabilities and goals to help you better understand your resilience and compliance postures.*

When your data resides in hybrid and multicloud environments, compliance is a challenge. However, Concert’s AI-driven insights help you maintain continuous compliance and strengthen resilience across environments.

Concert helps SREs and application owners aggregate siloed data across applications, infrastructure and networks, transform best practices into automated workflows and map controls to regulatory standards—delivering near real-time information for auditing purposes.

Risk management

*Concert Protect helps you proactively manage risk by identifying exposures, prioritizing vulnerabilities and accelerating remediation across applications, infrastructure and the software supply chain.*

Security teams often struggle with fragmented tools, delayed insights and growing volumes of vulnerabilities. Concert brings these together with AI-driven analysis to surface the most critical risks, reduce noise and enable faster, more informed action.

With capabilities spanning software composition analysis, in-code risk detection, application and power vulnerability management, Concert provides a unified view of risk. It centralizes security data, automates patching, manages SSL and TLS certificates and supports application compliance management, helping teams continuously reduce exposure and maintain a strong security posture.

Operations

*Concert Operate helps unify operations across tools and environments by delivering end-to-end visibility and streamlining event and incident management.*

As enterprise environments expand, fragmented observability tools create blind spots across systems and dependencies, turning incident resolution into a time-consuming challenge. Providing a complete view of the entire enterprise, Concert unifies data from observability and monitoring tools that typically operate in silos. By correlating events across tools and detecting anomalies, it reduces alert noise and helps teams identify likely root causes faster, leading to more efficient operations and reduced downtime.

Workflows

*Concert Workflows enables teams to design, orchestrate and execute workflows that automate actions across applications, infrastructure and network environments.*

As organizations rely on multiple tools and manual processes, it becomes difficult to act quickly and consistently. Concert workflows standardize and automate common tasks such as provisioning, troubleshooting and remediation.

Concert also provides a library of reusable workflows and templates, while also allowing teams to build and customize their own. Workflows can be triggered automatically or scheduled, integrating with existing tools and data sources to execute actions across environments, helping teams streamline operations and scale automation across the IT lifecycle.

# What operational challenges does Concert solve?

## Fragmentation and complexity

- Siloed data and limited visibility across domains and environments make it difficult to detect and resolve issues early
- Limited end-to-end visibility into user journeys makes it harder to deliver seamless digital experiences and understand business impact
- Growing pressure to maintain high availability and reduce latency in increasingly complex, distributed environments
- Difficulty integrating and managing tools, systems and multivendor network systems
- Operational inefficiency caused by fragmented toolsets, manual workflows and disjointed monitoring systems
- Frequent, unplanned outages with slow issue detection and resolution
- Lack of coordination across tools and teams leads to incomplete or delayed actions

## Overspending on cloud and resources

- Inconsistent automation and lack of unified insight make it difficult to align performance with business priorities and scale optimization efforts
- ITOps, DevOps and SRE teams rely on manual guesswork to manage application demand, resource allocation and scaling
- Limited ability to proactively optimize application performance and resource usage in real time, leading to reactive firefighting and missed service-level agreements (SLAs)
- Fragmented tools and siloed teams reduce visibility into resource usage, leading to overprovisioning, redundant licensing and unnecessary infrastructure spend

## Exposure to risk

- Lack of unified risk context across applications, infrastructure and network domains limits visibility into vulnerabilities and dependencies
- Increased licensing and security risks from managing multiple applications
- Inconsistent approaches to application resiliency because different teams are using disparate tools
- Too many common vulnerabilities and exposures (CVEs) that make it difficult to effectively prioritize vulnerabilities
- Expired or misconfigured certificates that cause outages, disrupt continuity and expose security risks
- Manual, time-consuming compliance and audit processes increase operational burden and risk of error

## Signal overload and slow decisions

- High volumes of alerts across tools create noise and obscure root cause
- Teams struggle to prioritize what matters and act quickly
- Manual correlation across systems delays resolution and increases risk
- IT teams spend more time firefighting issues with little time for strategic work

# Concert key capabilities

## Observability

- Cross-domain observability:** Application-centric observability provides a complete view of network performance from the application perspective, while continuously testing availability and performance from both application and network viewpoints
- Immediate contextual insight:** Delivers immediate contextual insight into how dependencies interact and connect across domains, exposing the business impact of issues and accelerating root cause analysis
- Intelligent incident investigation:** Leverages agentic AI and AI-powered incident remediation to help reduce downtime, enhance service reliability and accelerate incident resolution

## Optimization

- Full-stack, near real-time visibility:** Connects to your existing infrastructure to provide visibility into resource usage across on-prem and hybrid multicloud environments
- Rightsizing recommendations:** Continuously generates rightsizing recommendations for resources to help maximize efficiency and performance of applications and infrastructure
- Smart resource alignment:** Aligns resource decisions with business goals such as cost governance, sustainability and service-level objectives (SLOs)

## Resilience

- Accelerated insights:** Correlates disconnected data from apps, infrastructure, networks and tools, creating a single view across hybrid and multicloud environments
- Automated workflows:** Maps controls to standards, recommends actions and triggers automated remediation to help ensure faster recovery and continuous compliance
- Proactive risk-based app resilience:** Provides a measurable, scalable framework to evaluate and improve application and network resilience by prioritizing risks

Operations

**Unified operations visibility:** Consolidates data from monitoring and observability tools into a single operational view. Provides live graphical representations of enterprise-wide applications, infrastructure and networks, including interdependencies, to assess impact and support informed operational decisions.

**Unified fault management:** Correlates alerts into actionable incidents using topology, scope and time-based analysis. Detects cascading failures, prioritizes incidents, identifies probable root cause and extends investigations using agentic AI.

**Unified teams:** Enables collaboration across teams with shared operational context and integrated workflows. Uses automated runbooks to streamline remediation, accelerate resolution and reduce mean time to resolution (MTTR).

Risk management

**Risk reduction as part of everyday operations:** Helps teams build risk reduction into application development and operations resilience processes vs. addressing risk after issues emerge

**Clear risk view across environments:** Brings together signals from code, dependencies, certificates, OS and infrastructure into a central source of truth, enabling development, SRE and ITOps teams to act on the same data

**Risk prioritization:** Uses AI-driven scoring that considers severity, exploitability and environmental context, helping teams look beyond raw severity and focus on operational risk

AI agents and coordination

**Specialized AI agents across domains:** Applies expertise across observability, optimization and resilience to interpret signals and surface system-wide impact

**Agent coordination across the system:** Dynamically coordinates work across tools, teams and domains based on real-time context and priority

**Governed, explainable execution:** Drives actions that are policy-aligned, auditable and consistent across environments

**From investigation to resolution:** Connects analysis through remediation to reduce manual coordination and accelerate outcomes

# Real-world impact

[Dahl](#), a subsidiary of sustainable construction leader Saint-Gobain, was operating its warehouses at 140% capacity, which led to delays, inefficiencies and rising costs. The company used IBM solutions to modernize its logistics and warehousing operations, building a highly automated facility designed for scalability and efficiency.

**2,500x**  
improvement in average website response time (from 5 seconds to 2 milliseconds)

**100%**  
ROI achieved in just 2 months

**140%**  
overcapacity resolved through automation and redesign

[APIS IT](#), the central IT agency for the government of Croatia, partnered with IBM to reduce VMware costs.

**70%**  
faster resourcing decisions

**30%**  
savings on VMware licensing costs

[BlueIT](#), an Italian IT services provider and benefit company, accelerated its digital transformation while reducing its carbon footprint with the help of IBM.

**60%**  
faster execution on resourcing decisions

**10%**  
reduction in memory and CPU over-allocation for one client

**50%**  
reduction in MTTR across the organization

[Devereux Advanced Behavioral Health](#), one of the leading nonprofit organizations in behavioral healthcare, implemented IBM solutions to address challenges with its incident tracking and electronic health record (EHR) system.

**3 hrs**  
of downtime eliminated per incident

[Atruvia AG](#), the central IT service provider for cooperative banks in Germany, is on a journey to transform from being a traditional data center operator to a holistic digitalization partner. The company partnered with IBM to create a modern, automated hybrid cloud platform and provide secure, sustainable agile banking services.

20%  
reduction in physical servers  
within 18 months

[SIXT](#), a provider of commercial vehicle rental, car sharing, ride hailing and car subscriptions, partnered with IBM to achieve robust observability, which led to greater end-to-end visibility, early problem detection and faster problem resolution. Greater observability was especially important during the company’s cloud migration and for providing a reliable experience for its customers.

70%  
decrease in problem detection  
and resolution time

50%  
faster detection of anomalies

The [IBM software SRE team](#) used Concert to automate CVE analysis, streamline certificate management and strengthen their resilience posture.

62%  
faster enterprise-wide resilience  
posture evaluation

72%  
faster monthly operation review (MOR)

[BT business](#), which provides global security, cloud and networking services to multinational companies, partnered with IBM to help its enterprise clients have a unified, complete view of their networks.

5.5 million  
monitored network objects across  
hundreds of customers

# Practical applications of Concert

## Observability

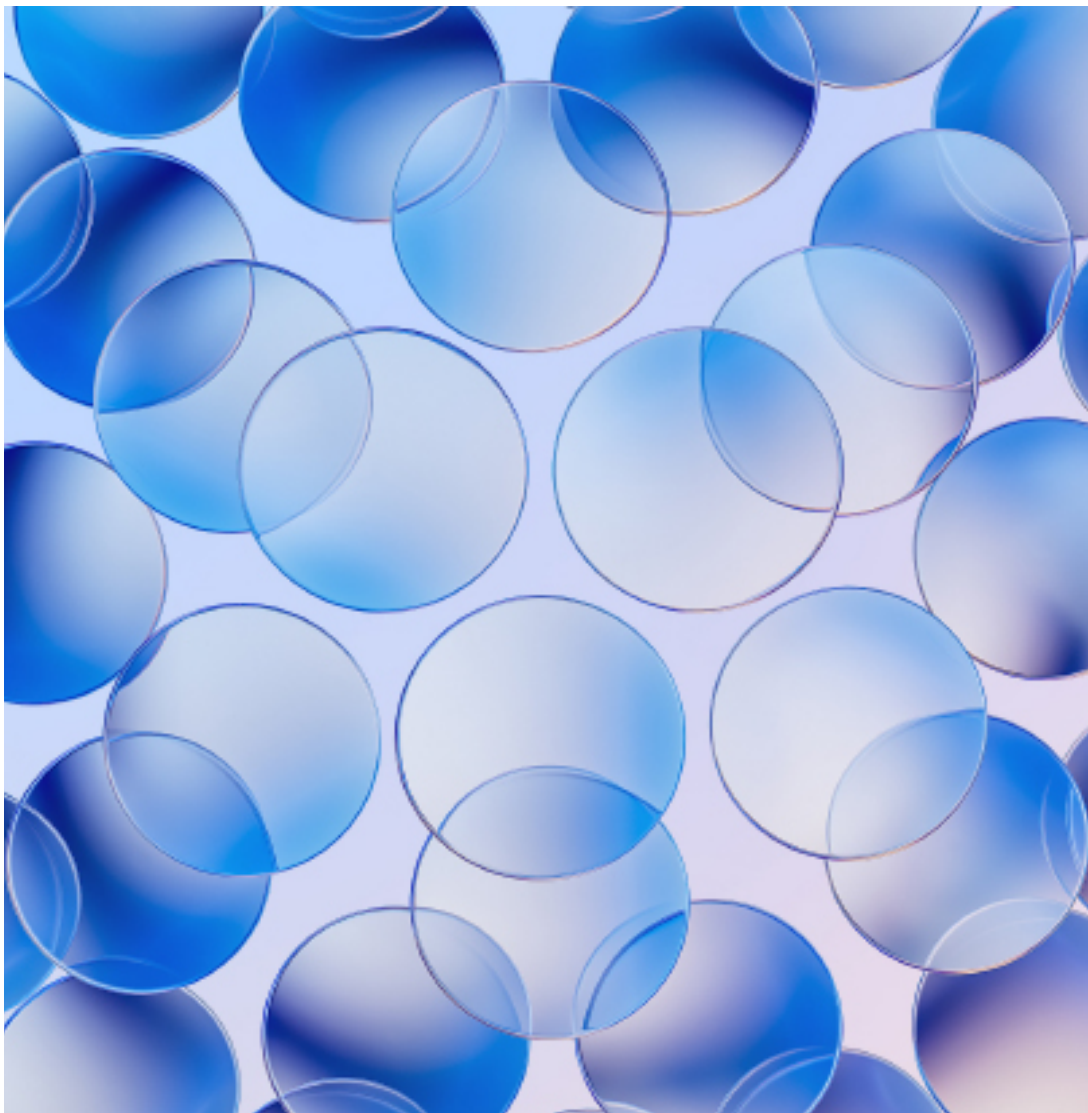
- **Hybrid cloud network monitoring and observability:** Gain unified visibility across AWS, Azure, GCP and Kubernetes to troubleshoot faster and maintain reliable connectivity.
- **Performance monitoring:** Achieve a single, real-time view of application and infrastructure performance across modern architectures and AI workloads.
- **Application incident remediation and digital experience monitoring:** Detect, investigate and resolve issues faster with AI-driven insights and automated response.
- **End-to-end traffic visibility with flow analysis:** Collect and analyze NetFlow and telemetry data with flow analysis to map traffic to the applications and devices behind it. Detect anomalies across multivendor, hybrid environments—all from a single platform—by correlating flow data with real-time metrics.
- **Accelerate root cause analysis:** Investigate disruptions with richer context by correlating synthetic results, hop-by-hop network metrics and application traces in a single view.
- **AI performance monitoring:** Gain complete observability for AI and ML workloads to help ensure efficient performance of AI models in production environments.

## Optimization

- **VMware and Kubernetes optimization:** Optimize data center investments, gain longer infrastructure lifespan and meet mission-critical SLOs for your apps by automating timely resource allocation.
- **AI and ML workload optimization:** Maximize the efficiency of graphics processing unit (GPU) resources to prevent waste and help assure continuous performance.
- **Cloud cost optimization and sustainable IT operations:** Contain cloud spend without sacrificing app performance through automation. Greater visibility into energy use helps drive sustainable actions and a greater understanding of carbon dioxide equivalent (CO2e) emissions.
- **Seeing what matters in real time:** Move beyond visibility by correlating signals across domains and identifying what matters most in real time.
- **A single, unified view:** Provide a shared operational context across teams, reducing manual investigation and handoff.

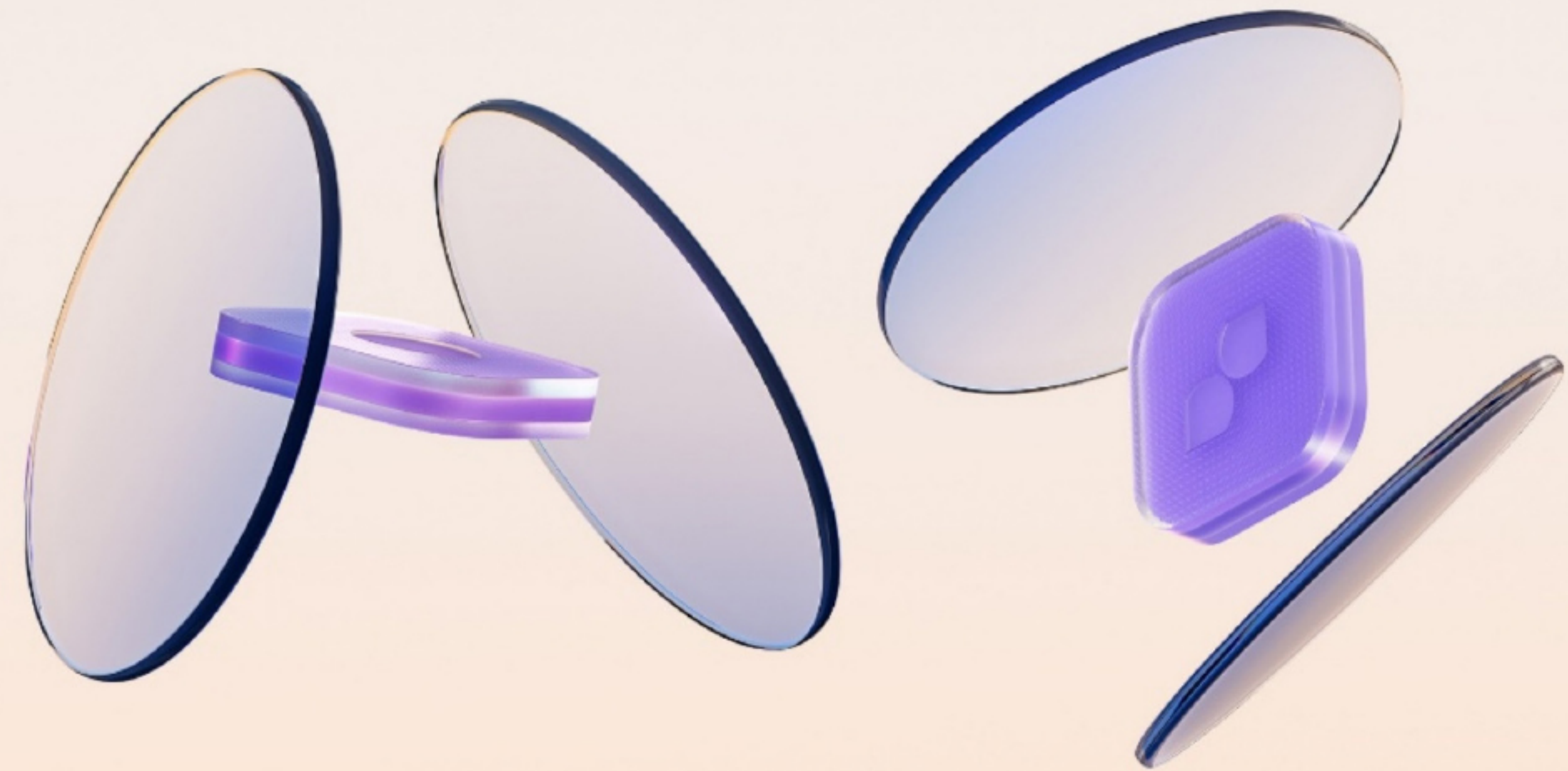
Risk management

- **Application vulnerability management:**  
Minimize application security risks and speed up resolution by eliminating false positives and duplicates and prioritizing CVEs based on impact.
- **Application resilience:** Standardize a reliable, consistent resilience posture and have a clear, complete view of resilience gaps across all applications.
- **Application certificate management:**  
Manage certificate renewals in a timely fashion to prevent operational disruption.
- **Application compliance management:**  
Streamline security standard management as applications grow to minimize resource use and enhance security.



# 04

What makes  
IBM Concert the  
smarter choice?



What makes IBM Concert the smarter choice?

# A proven leader



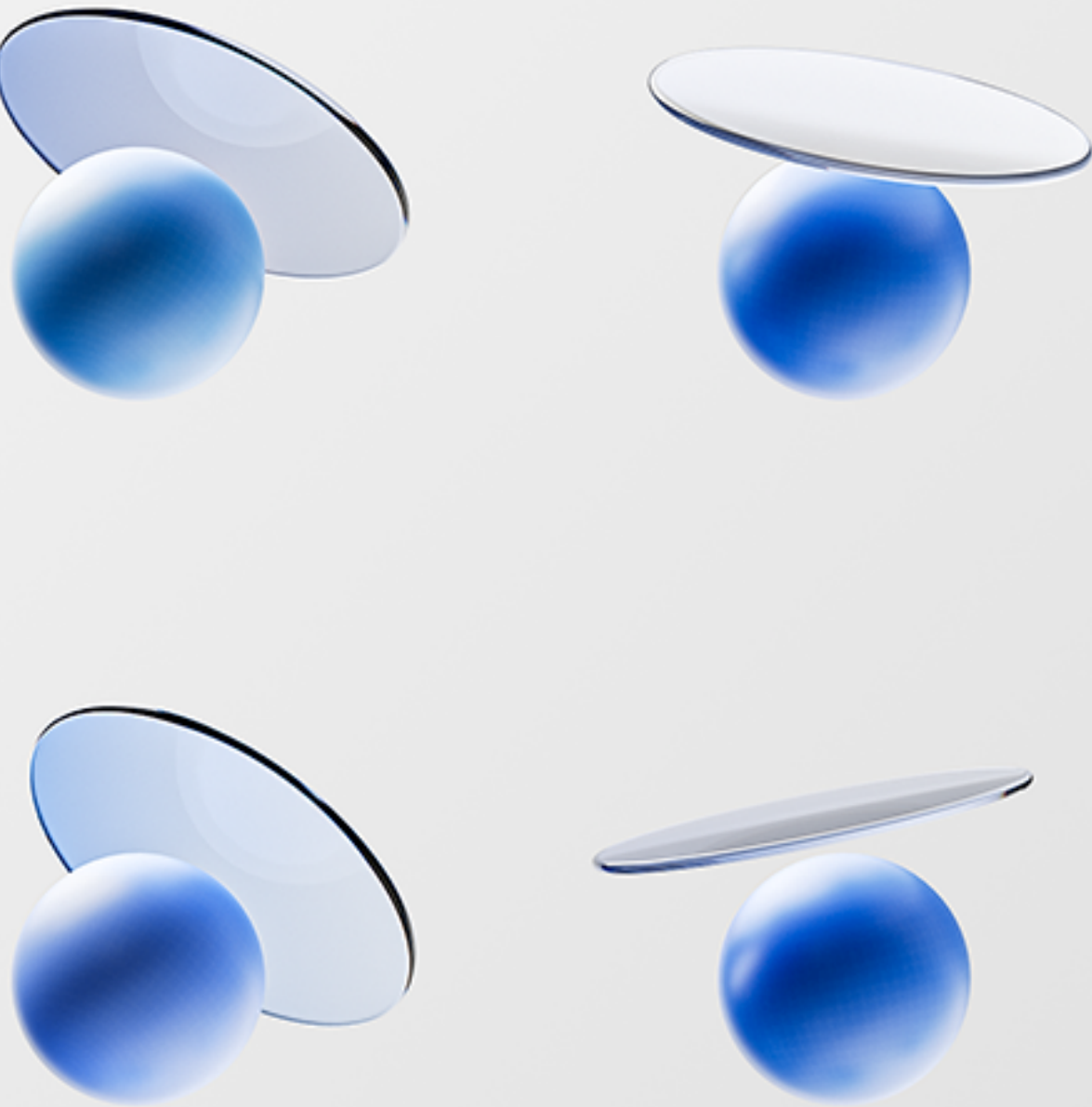
Hybrid IT environments aren’t getting any simpler and IT leaders feel the impact every day. Managing operations with fragmented tools slows teams down, drives up costs and makes it harder to get a clear, trustworthy picture of what’s happening across their environment. When observability, optimization and resilience sit in separate systems, investigation takes longer, issues slip through the cracks and teams stay stuck in reactive mode. IT leaders need an operational intelligence layer that connects insights across domains and environments and integrates with the tools already in place. This isn’t just a technology upgrade; it’s a practical shift toward protecting performance, reducing risk and taking control of growing operational complexity.

Concert delivers that shift. By unifying observability, optimization, risk and resilience into a single platform powered by agentic AI, Concert helps IT teams move from scattered firefighting to coordinated, proactive operations. Its AI agents translate real-time telemetry into actionable context and orchestrate governed, explainable responses across hybrid and multicloud environments while maintaining policy, security and auditability. The payoff is immediate: faster resolution, less operational drag and a more resilient posture across critical services. With Concert, IT leaders gain the foundation they need to run smarter today while building an operational model that scales confidently with increasing complexity and AI-driven operations.

# Next steps

[Read the Concert launch blog →](#)

[Register for the Concert launch webinar →](#)





- 1. Transforming observability and monitoring through AI, Enterprise Strategy Group, January 2025
- 2. Stop network chaos: A path to mature network observability, LiveAction, September 2025

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