

IBM Cloud Pak for Watson AIOps

Reduce customer-facing
outages by 50%¹

A complex problem needs a modern solution

The pandemic has dramatically accelerated how organizations have approached DevOps, IT Operations (ITOps), customer experience and digitization. As a part of this acceleration, organizations have embraced a renewed focus on getting visibility into their applications, maximizing application performance, and extending the talent of their teams as much as possible; all in pursuit of providing more rich, more robust experiences and applications.

To do so, organizations are turning to AI powered automation to improve speed, utilization, and service delivery to solve for the problem of increasingly stretched IT Operations resources. AI for IT Operations (AIOps) is the infusion of AI into existing IT processes like incident and problem management, which provides operational benefits such as predictive alerts and outage avoidance, ultimately yielding better digital experiences for customers. IBM Cloud Pak for Watson AIOps enables you to simplify operations management by:



**Accurately identifying and
resolving emerging IT outages**



**Assigning IT incidents
properly and with context**



**Diagnosing problems faster, in
dynamic and complex environments**

Unlock the power of AI for IT operations

IBM Cloud Pak for Watson AIOps is backed by more than 120 patents from IBM Research and powered by the strongest IBM Watson technologies like natural language understanding (NLU), machine learning (ML) and natural language processing (NLP). It also includes powerful infrastructure automation processes, event management, anomaly detection and event grouping capabilities. Cloud Pak for Watson AIOps is an essential solution for every enterprise, helping users accurately detect and diagnose both application-related and IT infrastructure-related issues to reduce downtime, help protect brands, and support the bottom line.

IBM Cloud Pak for Watson AIOps enables operations teams to keep pace with faster development cycles, increasing the ability to exceed financial targets, while also helping businesses operationalize their data and transform their workflows. This is made possible by:

- Removing guesswork and preemptively resolving IT outages
- Merging structured and unstructured data on any cloud
- Managing complex multi-cloud and multi-vendor environments to easily align to customer IT practices
- Surfacing insights within existing ChatOps environments
- Developing insights quickly with pre-trained models that accelerate time-to-value (TTV)

Figure 1 below illustrates the core components of Cloud Pak for Watson AIOps' proactive resolution: problem determination, remediation, and avoidance.

IBM Cloud Pak for Watson AIOps

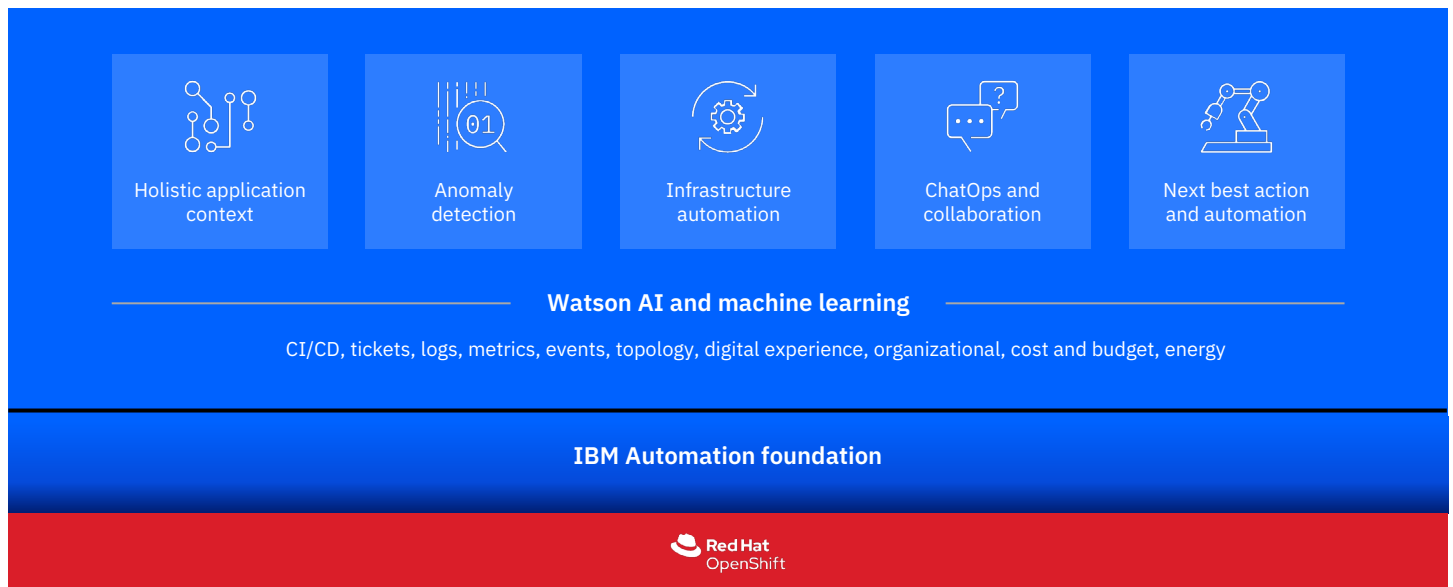


Figure 1. IBM Cloud Pak for Watson AIOps helps detect and diagnose application and infrastructure issues.



80%

Cloud Pak for Watson AIOps eliminated 80% of the time spent remediating false-positive incidents²



95%

Improve MTTR by up to 95% with Cloud Pak for Watson AIOps¹



100x

See up to 100x noise reduction with Cloud Pak for Watson AIOps¹



75%

Cloud Pak for Watson AIOps reduced time to debug applications by 75%²

“As companies continue to make substantial investments in cloud and on-premises applications, their need to ensure performance of those investments grows. IBM Cloud Pak for Watson AIOps...provides users with the ability to reduce the number of application alerts they experience, retire legacy software solutions, limit unplanned downtime, and mitigate the effects of bugs on their application development workflows.”

Forrester Total Economic Impact report

IBM Cloud Pak for Watson AIOps use cases

01

Improve major incident management

Challenge: Detect anomalies in custom application logs otherwise going undetected.

Solution: Leverage predictive incident management to correlate across all relevant data sources to proactively avoid risks and get ahead of user and business impact.

Business impact: Reduce time to detect (TTD) by 70%.

02

Reduce event noise

Challenge: Accelerate detection of novel issues by grouping events across hybrid applications.

Solution: Deploy a solution that uses AI-driven, automated consolidation into smarter, more actionable incident data to reduce manual processes.

Business impact: Reduce time to recover (TTR) by 95%.

03

Surfacing insights within existing ChatOps environments

Challenge: Deliver alerts, insights, recommended fixes and recommended points of automation right where your teams already work.

Solution: Make sure that prescriptive IT remedies arrive in a single experience via ChatOps, rather than from monitoring multiple screens.

Business impact: Improve mean time to detect (MTTD) by 55% and provide a single-story experience of the incident for a faster resolution.

04

Automate provisioning

Challenge: Automate IT provisioning, workload management, orchestration, and tasks and events.

Solution: Implement self-service for your IT team; continuously discover the latest state of your environment, enforce compliance, and optimize the performance and the utilization of your environment via chargebacks and reporting.

Business impact: Reduce infrastructure, data storage, and licensing needs by 20%.

Summary

The shift to hybrid cloud architectures means a world with many independent services across environments, complexities which raise costs and increase operational risks for organizations. In addition, this broader transformation also means increases in data output from these systems, which in turn take weeks to sift through to effectively detect signals, and days to diagnose and fix issues.

IBM Cloud Pak for Watson AIOps aims to address these complexities and provide an opportunity for IT Ops teams to tackle growing challenges around:

- Fragmented visibility into the health and performance of ITOps both within datacenters and across multi-cloud environments
- Excessive cost and complexity of ITOps due to the number of tools, skills, and processes required
- Risk exposure due to reactive support and slow identification and resolution of IT issues
- Static performance, resulting from the inability to harness predictive insights

With IBM Cloud Pak for Watson AIOps, IBM points the power of AI at today's most challenging IT issues, unlocking the data, teams, and skills to take the next step in the journey to AI Automation.

Why IBM?

IBM Cloud offers the most open and secure public cloud for business with a next-generation hybrid cloud platform, advanced data and AI capabilities, and deep enterprise expertise across 20 industries. IBM offers a full stack cloud platform with over 170 products and services covering data, containers, AI, the Internet of Things (IoT) and blockchain.

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- 1 Internal IBM AIOps client proof of concepts
- 2 Forrester’s Total Economic Impact of IBM Cloud Pak for Watson AIOps with Instana

