

High Availability of Business Critical Systems

for a Leading Consumer Product Manufacturer with AIOps Platform ZIF™

Client Overview

The customer is one of the largest consumer product manufacturers in the U.S. with a 130+ year history and a strong global presence, with operations in more than 70 countries and 13000+ employees worldwide. IT forms the backbone of their operations helping their employees deliver world-class products and expertise.

The Business Situation

With the business rapidly expanding, the customer's IT infrastructure monitoring and management systems could not scale fast enough to support the growth. The tools deployed were lacking new age technologies like AI driven analysis and automation, observability, automatic discovery, etc. Several thousand alerts & incidents each month necessitated large support teams to meet SLAs, driving up costs. The large volume of tickets reduced IT team productivity and led to operational errors. The customer was in immediate need of a cost-effective solution that would transform their IT operations and drive process efficiencies, agility, and high availability while reducing operating costs.

The Solution

Full Stack AIOps Platform ZIF™ led by pure-play, now patented AI/ML algorithms was implemented. This helped deliver proactive and autonomous IT operations, while remaining aligned to their strategic business objectives of increasing IT operational efficiencies and optimizing costs.

- End-to-end Monitoring through Remote NOC
 - 3 data centers, 2000+ servers, 2000+ network devices, 300+applications, middleware, databases, end users
- AI-led ZIF Command Center (ZCC)
- Unified view into entire IT landscape
- AI driven alert correlation, noise reduction, anomaly detection
- Predictions of potential outages, performance degradation, capacity needs
- Prescriptive insights, automatic ticket creation
- Proactive self-remediation of issues through automation

Challenges

- Multiple disparate ITOps tools, multiple consoles to look into, and different processes
- Large volume of alerts and incidents
- Alert fatigue causing operational errors, low productivity
- Lack of automation, outdated CMDB
- Unplanned downtime impacting availability of business services
- Inefficient IT operations leading to high operating costs

Solution Highlights

- Discovery of physical infrastructure
- Application Discovery and Dependency Mapping (ADDM)
- Full Stack Monitoring - hardware, hypervisor, OS, DB, applications, storage, network
- Integration of 3rd party tools with ZIF
- Unified view of alerts/logs from all tools
- AI driven correlation of alerts across tools and devices
- Prediction of outages
- Business Value Dashboard
- Automation of SOPs
- AIOps led ZIF Command Center (ZCC)

Solution Outcomes

- CMDB updated in real-time
- >50% reduction in total incidents
- >80% detection of critical incidents in advance
- Near 50% reduction in MTTR
- 99.99% reliability of critical systems
- Value of 5mn USD created in the last 18 months