

Revolutionizing Healthcare IT Management with AIOps Platform ZIF

for a Prominent Healthcare Provider

Customer Overview

The customer, a prominent healthcare provider in India, provides a wide network of hospitals, clinics, pharmacies, and diagnostic centers. They prioritize comprehensive care, providing telehealth clinics and digital healthcare services. With advanced technologies, they deliver high-quality healthcare solutions, prioritizing accessibility and convenience for patients. Their commitment to excellence establishes them as a trusted partner in promoting health and well-being across diverse regions.

The Business Situation

To adapt to changing patient preferences, the customer expanded telemedicine services and ensured 24/7 accessibility via their website and app. However, using multiple monitoring tools hindered observability and timely issue resolution, leading to delayed innovation and suboptimal user experiences. To address this, the customer sought to unify their monitoring and management systems for improved efficiency and better patient care.

The Solution

Implementation of proprietary AIOps Platform ZIF helped drive zero incidents, all-round efficiencies, and enhanced patient care through unified observability and AI led correlation, prediction, and automated remediation. ZIF delivered the following key features and capabilities:

- Auto discovery of network devices, interfaces, relationships, servers, clusters, hosts, storage, database, firewall, and VMs
- Real-time device inventory dashboard
- Network map with drill-down, search, and filter options
- Discovery of SaaS applications, virtually delivered applications and desktops, application workloads
- Monitoring of applications and underlying servers and databases
- Correlation of alerts, events, and logs across different layers
- Prediction of potential failures
- Automation of remedial actions

To find out how ZIF can help your organization, please visit www.zif.ai

Challenges

- Difficulties in effectively performing the following:
 - Identification of hotspots in applications, servers, databases, networking layers
 - Monitoring applications and underlying servers and databases
 - Event correlation across various layers of the IT ecosystem
 - Proactive identification of potential failures
 - Automated incident remediation by bots

Solution Highlights

- Discovery of all IT assets, relationships
- Unified view of the entire IT landscape
- Integration of ZIF with existing monitoring tools
- Constant monitoring of infrastructure, applications, servers, UEI, AHI, etc.
- Precise Root Cause Analysis (RCA) to enable rapid resolution
- AI-powered predictive and prescriptive analytics
- Automation bots to remediate incidents

Solution Outcomes

- 360-degree visibility into physical and logical topology of the IT environment
- Unified view of alerts, events, logs etc. from multiple tools
- 99.99% events correlated, eliminating alert fatigue
- 95% noise reduction
- Prediction of high-impact incidents with >80% accuracy
- MTTR reduction by 95%