

Robust Reliability with AIOps Platform ZIF

for an Integrated Solutions Provider

Customer Overview

The customer is a prominent global leader in integrated software, technology, and automated solutions for industries such as fashion, automotive, and furniture. With a rich history spanning several decades, the customer has established themselves as a trusted provider of cutting-edge solutions that empower businesses to optimize their design, development, and production processes.

The Business Situation

In the dynamic manufacturing landscape, our customer's rapid expansion presented IT infrastructure challenges. Existing systems lacked AI-driven analysis, automation, and predictive capabilities, resulting in overwhelming alerts and incidents, impacting productivity and costs. To address this, they sought a transformative solution to revolutionize IT operations, enhance agility, and reduce operating costs.

The Solution

Implementation of proprietary AIOps Platform ZIF helped transform IT operations by driving high performance, reliability, and agility while driving down costs. ZIF delivered the following key features and capabilities:

- Comprehensive planning for environment sizing and configurations
- AI-driven alert correlation, noise reduction, and anomaly detection
- Predictive capabilities for anticipating outages and capacity requirements
- Prescriptive insights and automatic ticket creation for streamlined resolution
- Proactive self-remediation through automation
- Seamless integration with SolarWinds and ManageEngine
- Critical and non-critical server analysis for optimized performance
- Comprehensive monitoring for SAP environments

Challenges

- Complexity in management of disjointed ITOps tools and fragmented processes
- Alert overload due to overwhelming volume of alerts hindering critical issue resolution
- Errors and reduced productivity due to alert fatigue
- Outdated CMDBs and lack of automation hindering efficiency
- Unplanned downtime impacting crucial business services and revenue
- Inefficient IT operations resulting in inflated costs and budget strain

Solution Highlights

- Comprehensive full stack monitoring for holistic IT infrastructure visibility
- Seamless integration with third-party tools
- Unified view for enhanced visibility and control, and concise overview of KPIs
- Data analysis and actionable insights using correlation techniques
- Automation for SOPs, chatbot integration, and auto-remediation

Solution Outcomes

- Real-time updates to CMDB for accurate information
- >90% reliability for critical systems, ensuring uninterrupted operations
- 50% reduction in total incidents, optimizing operational efficiency
- Enhanced reliability of business services with advanced correlation
- Accelerated root cause analysis, for faster resolution
- Drastic reduction in MTTR by 60%, minimizing downtime
- Proactive mitigation of critical incidents through prediction