ZIF

Proactive Operations and Efficiency with AIOps Platform ZIF

for a Multinational Tech Company

Customer Overview

The customer is an industry leader in IT, consulting, and business process services. Serving diverse industries globally, they offer tailored solutions. With a strong presence in 40+ countries and delivery centers in strategic locations, their extensive workforce drives innovation and delivers exceptional results. Committed to excellence, they shape the future of technology-driven solutions globally.

The Business Situation

Being a global IT services and consulting company, the customer has a vast and complex IT infrastructure - with a very large number of applications, systems, and devices in the network, to support business operations. The challenges in effectively managing all IT infrastructure resources, monitoring tools, detecting bottlenecks, and addressing frequent failures of components, resulted in a significant amount of downtime and outages that had a negative impact on both business operations and user experience.

The Solution

Implementation of proprietary AIOps Platform ZIF streamlined and optimized ITOps processes and tools, and enabled proactive issue detection and resolution, resulting in high business service reliability and enhanced user experience. ZIF delivered the following key features and capabilities:

- Integration of ZIF with existing monitoring tools - ServiceNow, Zenoss, SCOM lab, SolarWinds

- Unified dashboard displaying data from disparate sources, providing a holistic view

- Continuous infrastructure monitoring and Application Performance Monitoring (APM)

- Thresholds for alerting or triggering actions based on deviations from expected behavior

- Identified areas of improvement, relationships and patterns in datasets, better troubleshooting techniques using correlation analysis and prediction and extracted insights

- Anomaly detection and predictive maintenance for a proactive approach

Challenges

- Lack of comprehensive view of performance or operations due to data silos

- Inefficient process workflows

- Slow application response, high error rates, and inefficient troubleshooting

- Abundance of irrelevant and noisy data

- Inability to anticipate unexpected events, or identify devices that may be at risk of failure

- Performance issues hampering mission-critical applications

Solution Highlights

- Discovery of physical and logical infrastructure and Application Discovery and Dependency Mapping (ADDM)

- Comprehensive infrastructure monitoring and APM

- Correlation of alerts, events, and logs across different layers

- Probable root cause analysis and noise reduction

- Real-time visibility into performance metrics

- Prediction of performance degradation of applications

- Integration with 3rd party tools for automatic ticket creation

Solution Outcomes

- 360-degree view of IT assets and inter-dependencies with 100% accuracy

- Faster resolution of issues by 60%

- Noise reduction by 70%

- Highly improved user experience

- Reliable and accurate alerting with all threshold breaches for servers and network devices analyzed

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