

# Maximizing Efficiency and Resilience with AIOps Platform ZIF

for a Global Technology and Business Solutions Provider

## Customer Overview

The customer is a global technology services company offering intelligent tech solutions, specializing in infrastructure hosting and IT services for businesses worldwide. They empower organizations to achieve their goals by providing robust support and tailor-made solutions. Trusted for high-quality services and innovation, they help businesses thrive in the digital landscape.

## The Business Situation

The customer faced operational inefficiencies and lacked IT visibility, prompting the need for digital transformation. They required a solution that would help elevate customer and employee experiences, revamp their cloud strategy, modernize network infrastructure, and fortify cybersecurity.

## The Solution

Implementation of proprietary AIOps Platform ZIF enabled modernized and secure IT operations with 360-degree visibility and end-to-end process efficiencies. ZIF delivered the following key features and capabilities:

- Unified command center for integrated digital operations and holistic view
- Digital ecosystem for seamless data flow and insights
- Auto-discovery of +15000 devices, network elements, servers, clusters, hosts, and VMs
- Integration with existing monitoring tools (ELK, NGMon, AppDynamics, ServiceNow, hardware monitoring solutions)
- Real-time device inventory dashboard and network map with capabilities
- Predictions for performance degradation and capacity bottlenecks
- Prescriptive insights and automated ticket creation
- Proactive self-remediation through automation

## Challenges

- Huge volumes of false positives and irrelevant alerts
- Lack of a user-friendly dashboard for holistic view of IT landscape
- Incorrect identification of issues due to high noise and poor root cause analysis
- High number of P1 incidents
- Inefficient capacity management
- Unreliable business services

## Solution Highlights

- Auto discovery of assets and end-to-end visibility
- Integration with CMDB via API for additional capabilities
- Tight integration with other monitoring tools in environment
- AI driven alert correlation, noise reduction, anomaly detection
- Automatic root cause diagnoses by intelligent aggregation and correlation
- Predictive and prescriptive insights and automated remediation
- Fail-over mechanisms on target applications; efficient patching processes
- Comprehensive reporting

## Solution Outcomes

- Unified command center for integrated digital operations
- 99.91% noise reduction
- 90% reduction in MTTD and MTTR
- High operational efficiency through predictive analytics
- ~90% improvement in capacity and resource efficiency
- Auto-mitigation of incidents and automated remediation