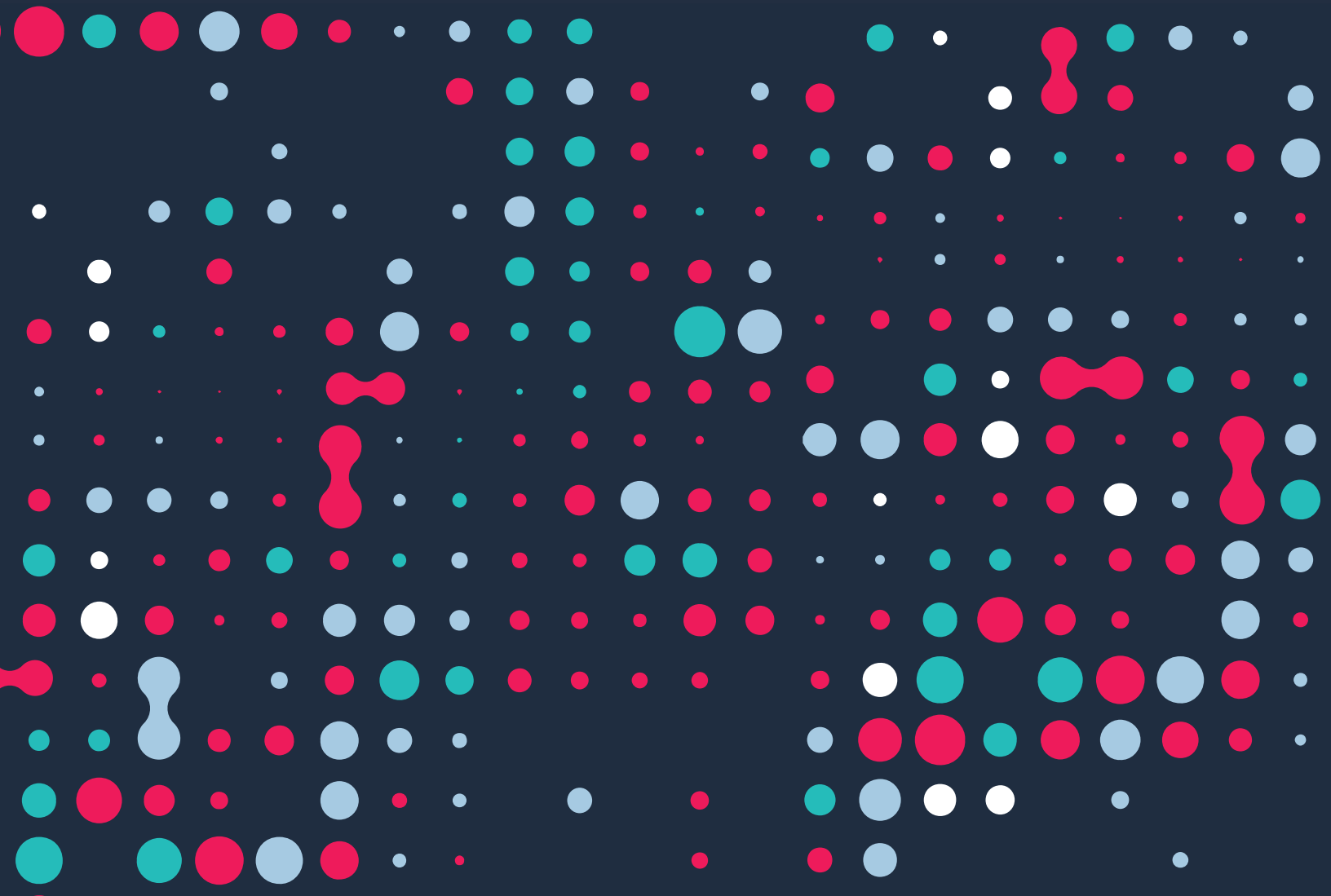# moogsoft

Continuous Assurance

How Moogsoft AIOps Transforms Modern IT Operations

The Moogsoft AIOps platform streamlines IT Operations and provides Ops teams with the rapid incident resolution capabilities they need to avoid outages, meet SLAs, and help accelerate the digital transformation of their business.

Today's IT Operations teams face infrastructure environments that are larger and more complex than ever. These environments will continue to grow in complexity as businesses strive to digitally transform nearly every aspect of their organization and how they engage with customers. To succeed, Ops teams must manage increasingly diverse architectures with more applications, services, and systems.

Additionally, the rise of DevOps with its continuous integration and delivery mandate has replaced the old ways of building and managing software. While these environments continuously evolve, they still must run continuously as well. These changes to the infrastructure that powers the modern enterprise, the speed of business transformation, and how applications are built and managed have all placed tremendous stress on modern Operations teams. Traditional systems management tools are proving woefully insufficient.

Antiquated Ops management tools are no match for today's complex environments

Depending on the size and nature of the business, it's typical for Ops teams to have to contend with millions, even billions, of daily events. The number of alerts triggered in these environments is overwhelming and unmanageable with traditional tools. These teams struggle to capture all of the organization's relevant data, distill the data down to what actually matters, and correlate from that the insights needed to make this information actionable. Any conditions that could affect Operations must be swiftly identified and remediated, or else the impacts are system outages and damaging downtime.

The challenge for IT Operations teams today is that managing enterprise event data in that way is next to impossible without the right tools. Traditional IT Operations Management (ITOM) tools and newer monitoring applications are not able to capture all relevant data or identify relationships within the data to pinpoint potential issues. They are siloed tools looking at siloed information that can't provide the comprehensive view needed to quickly identify the root cause of major incidents or minor issues. This places Operations teams at risk of not being able

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to identify and rapidly remediate problems as they arise and sets the organization in jeopardy of more service disruptions. Many Operations teams today also rely on rules-based ITOM systems, and these systems just can't keep up with today's complex environments. Rules creation and maintenance are too challenging today because Operations are too complex and constantly changing. Any given ruleset will never foresee every possible scenario that could potentially occur.
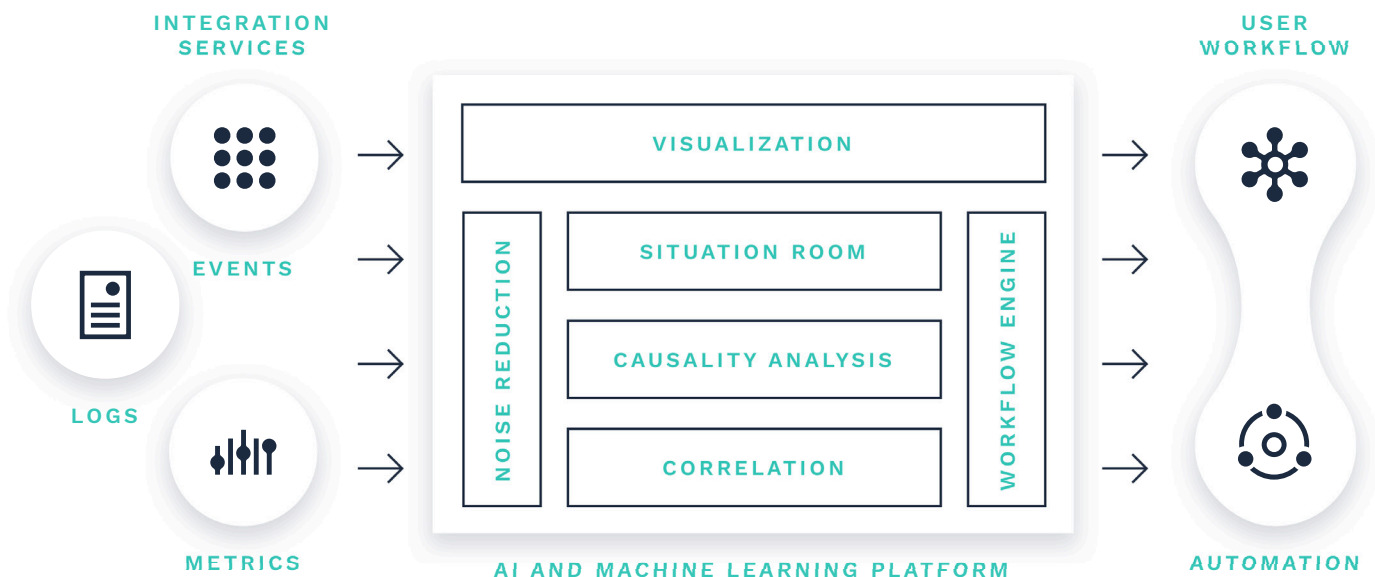
Moreover, rules are brittle and prove expensive to maintain over time. Finally, rules are indeterminate. Which means, when systems begin to breakdown or malfunction in ways not previously anticipated, rule-based solutions won't provide alerting that is relevant or useful to mitigating the problems underway. They often can't find the root cause, or tell the difference between two probable causes, often because of incomplete insight.

Moreover, many of the Ops management tools that enterprises employ don't provide machine learning and artificial intelligence capabilities. Others are difficult to train, and can't capture data from across the organization, from all of the needed sources, in real-time.

The reality is that Ops can only assess 'critical' severity alerts, leaving them blind to the useful lower severity alerts

Moogsoft Is the Platform for Agile and Proactive Event Resolution Workflow

INTEGRATION SERVICES

EVENTS

LOGS

METRICS

VISUALIZATION

NOISE REDUCTION

SITUATION ROOM

CAUSALITY ANALYSIS

CORRELATION

WORKFLOW ENGINE

AI AND MACHINE LEARNING PLATFORM

USER WORKFLOW

AUTOMATION

THE MOOGSOFT AIOPS PLATFORM

- Purpose-built, currently with more than 50+ specialized patents with more on the way

- Analyzes events in real-time through AI-powered algorithms, as well as topology, time, language, and user driven analysis including multiple event sources and technology domains

- Ability to accelerate earlier mean time to detection (MTTD), mean time to know (MTTK), and mean time to resolution (MTTR) through Moogsoft AIOPs unique capabilities that reach beyond traditional correlation and noise reduction.

  These include:

  - Collaborative Workflow

  - Situation Room for agile incident investigation resolution

  - Knowledge capture and re-use

  - Probable Root Cause via neural net approach

or those log messages with no severity categorization at all. The result is increased time to detect issues, increased downtime, and poor customer experiences. In conclusion:

- Today's environments are too complex to be successfully managed through systems that can't capture data from complex cloud, on-premises, and mobile environments
- Operations teams need next-gen automation, and can't afford to rely on ITOM systems that require them to collect data from disparate sources, manually feed the system data from one or more of them, and then manually process data – all in hopes of identifying underlying issues

- Modern IT Operations needs AIOps, an analysis made through machine learning and artificial intelligence, to monitor and manage systems in real-time, identify potential issues swiftly, and compress mean time to resolution

What is AIOps?

AIOps is the application of artificial intelligence techniques to IT Operations data — instead of rules-based approaches. Through AIOps,

Ops teams monitor all system data to analyze systems and events so that they can see which events matter and require attention. This way the most pressing system events are handled first: those issues that are most likely to cause downtime, affect customer experience, or cause SLAs to be missed.

AIOps not only provides greater accuracy in detecting and predicting events that can affect system performance, but its automation of routine tasks also frees up time and attention so that IT Ops and DevOps teams can work on those efforts that will help drive digital transformation.

- Through artificial intelligence and event analysis, AIOps eliminates the need for rigid rules-driven Operations management

- AIOps enables DevOps teams to focus only on relevant alerts and effectively manage continuous change without having to modify rules.
- AIOps eases team collaboration with situation management tools that speed necessary notification, escalation and remediation processes

- Those organizations that embrace AIOps will enjoy competitive advantage by shedding antiquated rules-based solutions, avoiding service and application disruptions.

Not all AIOps platforms are created equal. Many so-called AIOps tools can't consume streaming data to derive insights in real-time from disparate sources across the organization. Instead they need to learn patterns from logs captured in big data stores. They neither enable continuous change, nor do they store operational workflows to capture the lessons learned in order to automate future incidents and up-skill other team members.

Moogsoft AIOps analyzes events across all enterprise IT systems so Ops teams can rapidly resolve issues that threaten SLAs and customer experience

Moogsoft AIOps automatically consumes real-time data from diverse sources throughout the enterprise, correlates the events within that data that truly matter, and immediately shares corrective insights with Operations team members. This accelerates mean-time-to-resolution, improves service assurance, and simplifies the management of cloud infrastructure.

Moogsoft's next-generation AIOps platform analyzes millions of events daily across the most complex IT environments and enables Ops teams to work more intelligently and more quickly. Other AI systems, such as those from ITSM vendors, must be fed enterprise operational data before they can even begin their analysis. Moogsoft AIOps

integrates tightly with existing monitoring and IT management systems and accepts data from disparate sources across the enterprise. With over 50 patents, the Moogsoft AIOps platform takes this data through real-time artificial intelligence and machine learning to deliver an agile and proactive event resolution workflow for IT incident management and full-stack visibility. Moogsoft's platform achieves this through its ability to triage vast amounts of data and correlate complex events to then elevate only those conditions that matter

— those that could cause an outage or affect SLAs.

In addition to the continuous assurance function of the platform, Moogsoft AIOps learns from its user's behavior over time and enhances collaborative environments. When conditions start to arise that caused trouble previously, Moogsoft AIOps will recognize these circumstances and share information from previous incidents. It automatically implements relevant and effective workflows so that teams can efficiently reduce mean time to detection and mean time to resolution.

A Collaborative Workflow to Boost the Collective IQ of your IT Operations and DevOps

EVENT INGESTION

Observation and analysis of data from multiple sources

NOISE REDUCTION

Identifies and surfaces relevant incidents to reduce noise

CORRELATION AND DETECTION

Real-time AI and machine learning proactively detects actionable incidents

CAUSALITY

Probable root cause analysis diagnoses and identifies source of incidents

COLLABORATION

Resolution through collaborative workflow in our Situation Room

KNOWLEDGE RECYCLE

Learns from the past to immediately solve repeat incidents

By utilizing this approach, Ops teams gain a deeper understanding of the impact of incidents and associated triggering events. In times of crisis, having this data-driven insight will:

- Identify the teams necessary to remediate the problem quickly

- Identify the possible root cause

- Enable automated recovery

- Drive down the mean time to detection, mean time to know, and mean time to resolution

With Moogsoft AIOps, as digital transformation efforts hit full swing, Operations teams can face the tremendous complexities of modern IT environments with confidence. The Moogsoft AIOps platform provides early event detection, reduces the number of alerts down to those that actually need attention, and shortens the mean time to resolution. In these ways, the Moogsoft AIOps platform helps to ensure service level agreements are met and enables Ops teams to provide continuous assurance for digital transformation.

MOOGSOFT,
THE LEADER IN AIOPS

- Proven AIOps pioneer

- Over 120 customers, including 20 of the Fortune 1000

- The Moogsoft customer-base doubled since 2018

- Existing strategic partnerships with leading cloud providers and managed service providers

To learn more about how to move your organization to AIOps, as more than 120 enterprises have already, visit **http://www.moogsoft.com/product** today.

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Continuous Assurance

Moogsoft is a pioneer and leading provider of AIOps solutions that help IT teams work faster and smarter. With patented AI analyzing billions of events daily across the world's most complex IT environments, the Moogsoft AIOps platform helps the world's top enterprises avoid outages, automate service assurance, and accelerate digital transformation initiatives.