

# NEXT-GEN APPLICATION MANAGEMENT SERVICES FOR THE LIVE ENTERPRISE

Infosys Live Enterprise  
Application Management  
Platform



Enterprises, today, operate in an increasingly complex world disrupted by new digital technologies. The landscape, which is emerging as a result, throws opportunities and threats at enterprises from unexpected places. Even as enterprises relentlessly drive digital transformation programs for the competitive edge, they are at the same time constrained by the siloed implementation of IT-run services. Further, the sheer multitude of tools makes the IT landscape highly complex. This prevents them from achieving synergies across the IT stack. The challenge is to build these synergies and achieve an integrated end-to-end solution for IT-run services for the next gen digital enterprise. Enterprises should be able to sense the opportunities, challenges and threats, then respond quickly, frequently and almost instinctively, after analyzing them like living creatures do. Being this agile, responsive enterprise at scale is the vision driving the Live Enterprise – the organization that is always ready for what's next.

We, at Infosys, believe that organizations should take a business outcome driven, integrated platform-centric view that enables seamless end-to-end enterprise management services across the entire enterprise IT management stack. These can then be pivoted on business KPI driven services as opposed to traditional IT SLA governed services. Our platform-centric next-gen enterprise management services solution helps enterprises realize the live enterprise vision faster. Thus, the enterprise can continually sense, analyze, decide, act, and learn from the data and insights generated by the IT systems across the enterprise.

### Live enterprise management through platform-centric solution

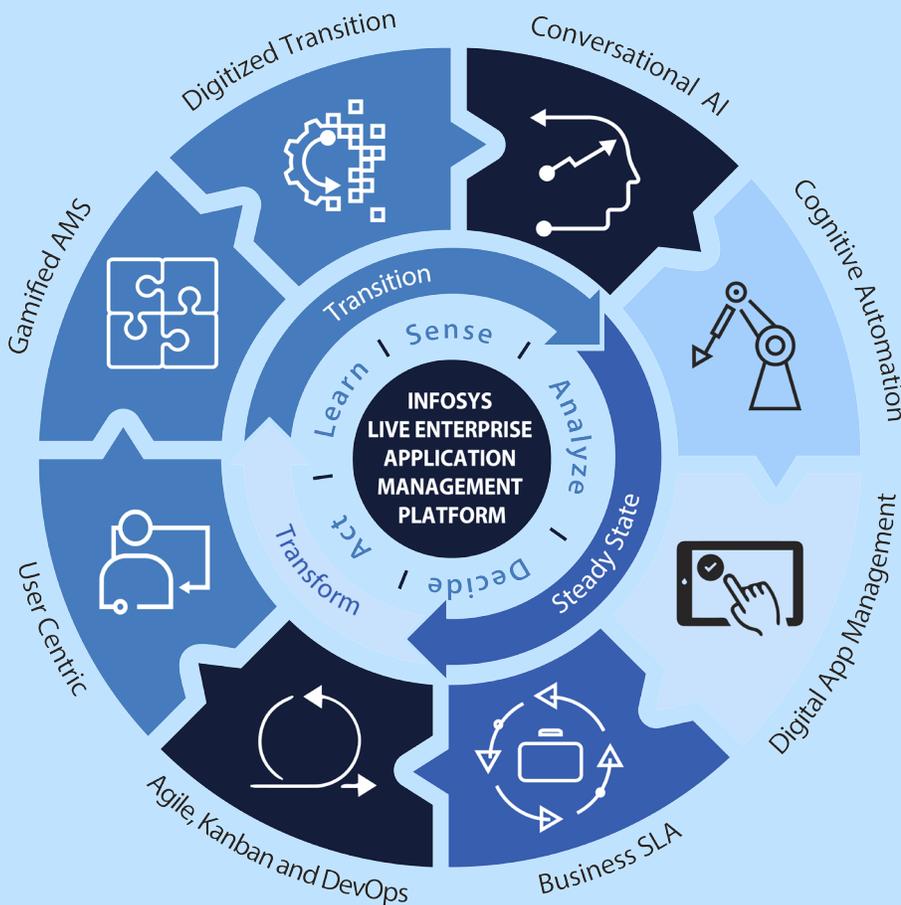
We help accelerate our customer's journey to agile, DevOps-driven digital IT management while unleashing the next wave of innovation in application management services through agile digital transformation.



## Delivering new synergies in application management via a platform approach

Infosys Live Enterprise Application Management Platform is an open platform that helps our clients accelerate their journey towards the live enterprise vision through a platform-centric approach for application management services (AMS). The platform enables enterprises to sense the changing business needs and IT health continuously, apply AI and analytics to process information, make decisions at zero latency, and respond quickly to optimize IT operations and prevent business disruptions. It leverages

technologies like artificial intelligence (AI), conversational AI and cognitive automation along with processes like agile and DevOps with a micro services architecture to make IT operations efficient. It brings additional value by fostering and accelerating digital transformation initiatives like cloud adoption, application portfolio rationalization and modernization. It implements the right combination of best-of-breed commercial off the shelf (COTS) products as well as open source software and in-house tools to make the enterprise sentient, AMS services intelligent and the business outcome-driven for faster time to market and better value realization.



## The solution in a nutshell

Infosys Live Enterprise Application Management Platform is a cloud-ready open platform. Here are some of its key features:

- Models customer journeys and key business processes as a **digital twin** and senses changing business needs
- Senses the health of applications proactively by plugging into existing IT service management tools of the enterprise
- Makes application management intelligent by providing a **digital brain** that consolidates and analyzes inputs from all tools and makes intelligent decisions to prevent disruptions
- Applies AI in ops through analytics, machine learning algorithms and graphical knowledge models to find patterns, perform diagnosis and predict outcomes
- Monitors business KPIs and aligns application management with business goals
- Helps customers navigate to agile digital application management driven by DevOps, agile Kanban processes and micro services architecture



## Value levers

### Business Control Center

- Unified view of business KPIs and IT ops metrics
- Model customer journeys and value streams
- Process optimization from a business view using lean and other techniques

### Digitalized knowledge models

- Capture standard operating procedures as digitized process models
- In-built digital knowledge asset store
- Build application transaction simulation models and process flow models

### AI-driven operations

- Derive data insights from across multiple AMS tools
- Predictive analytics to predict and prevent disruptions

- Faster root-cause analysis via automated correlations

### Proactive self-healing systems

- Efficient app support with NLP-based chatbots
- AI-led advanced historical ticket and log analytics
- Accelerated RPA and cognitive automation

### Agile digital app management

- Agile and DevOps support for business agility
- Integrated platform enabling distributed agile development
- Application risk profiling

### Open and pluggable architecture

- Integrates seamlessly with various COTS ITSM tools and open source tools
- Cloud-enabled quick implementation

### Gamified IT operations

- Motivate and incentivize the support

engineers for desired best practices by gamifying everyday tasks

- Increased transparency, faster turnaround time and lower first response time

### Digital transformation accelerators

- Cloud, AI Accelerators
- Legacy modernization tools
- Application portfolio rationalization tools
- Living labs ecosystem

### Bot Management

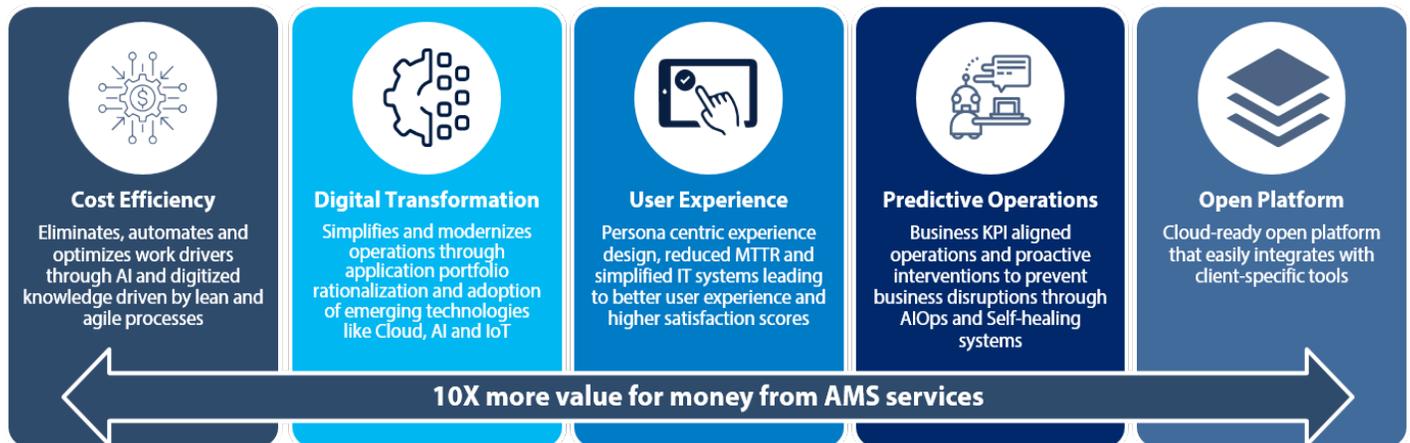
- Unified Bot Management API and web console to monitor bots, allocate to nodes and map workflows irrespective of the RPA tool used to create the bots
- Integrates with Bot factory (collection of RPA bots and Micro bots)

## Benefits

Infosys Live Enterprise Application Management Platform is an intelligent digital platform for end-to-end next-gen AMS that helps enterprises sense, analyze,

decide, and proactively intervene to optimize operations and prevent disruptions. It improves predictability and efficiency, elevating support services from a reactive process to a proactive and self-healing one. Additionally, the platform transforms AMS

into business process KPI driven services from conventional IT SLA driven AMS. In addition to significant reduction in TCO, the platform also drives greater value from AMS investments by driving transformation of the entire IT landscape.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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