

# INFOSYS AI OPERATIONS SOLUTION

Powered by full stack business  
observability of AppDynamics



In today's world of heavily digitized and IT centric business processes, availability of IT systems is very critical to avoid business disruptions. In order to achieve high availability of systems, the focus needs to shift from reactive problem resolution to predictive problem prevention – organizations need to be able to proactively predict, prevent and resolve issues using AI led solutions to avoid business impact.

## About Infosys AI Operations Solution

Infosys AI Operations Solution is a holistic offering built on Infosys Live Enterprise Automation Platform to improve the availability, reliability, and performance of application landscape through AI led predictive analytics and site reliability engineering (SRE)

techniques. Infosys Live Enterprise Automation Platform is an open platform that helps enterprises accelerate their journey towards the live enterprise vision, through a platform centric approach for application management services (AMS).

## Infosys and AppDynamics: Joint Value Proposition

Infosys AI Operations Solution is now powered with AppDynamics full stack business observability platform to provide clients with the ability to monitor the entire IT stack - from customer-facing applications, right down to the core network and infrastructure. This gives the platform capability to fix any performance or availability related issues before they affect the end-customers and the business, thereby making the applications more resilient.

### Value delivered through the solution:

#### Complete Visibility

Get complete visibility into all components that make up your application ecosystem and optimize operations by unifying the siloed tools

#### Intelligent Insights

AI-driven predictive analytics to identify anomalies, recommend auto-resolution and prevent disruptions through correlation of alerts, errors logs, events and tickets

#### Automated Action

Rapidly develop and deploy self-healing automation through technology agnostic Infosys Cognitive Automation Studio, and the 7,000+\* prebuilt microbots. This elevates support services from reactive, to proactive next-gen services, fostering a resilient enterprise

#### Business Monitoring

Gain insight into key business processes, critical key performance indicators (KPIs) that matter to business, their impact due to underlying IT system failures, and establish a 360° view of the IT systems to address business disruptions

\* Approximate number of bots as of August 2021



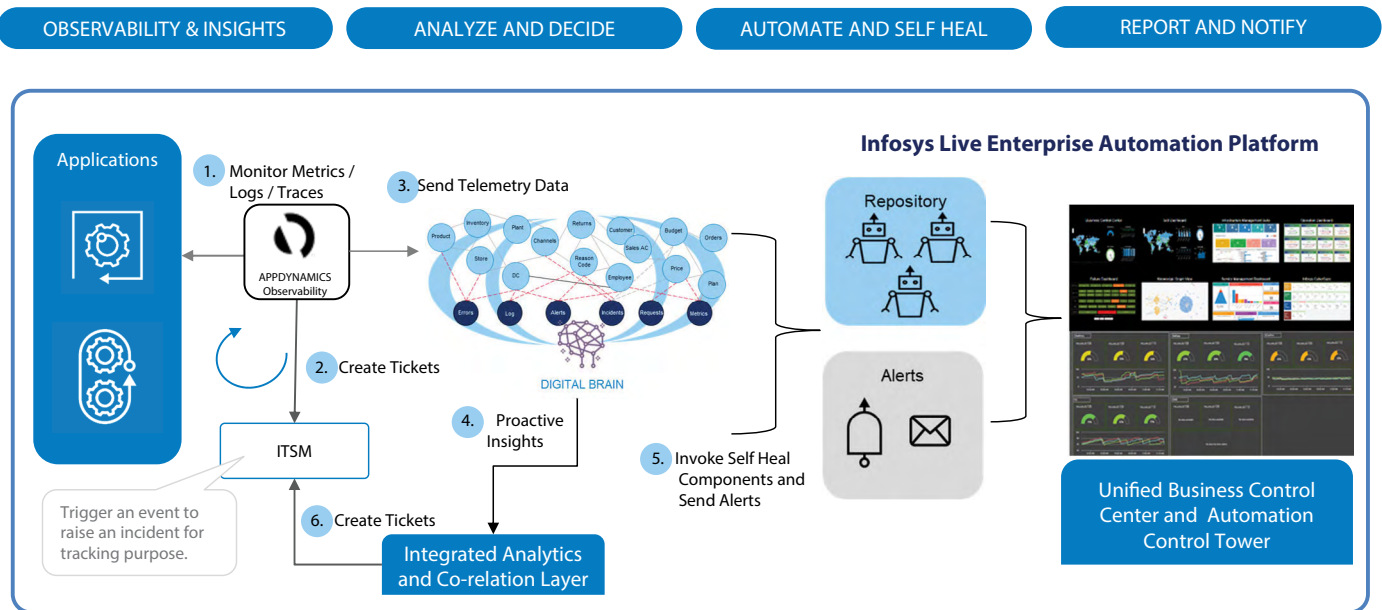
## Solution Overview

Infosys AI Operations Solution is built on SRE principles and constantly senses the signals coming from infrastructure, network, database servers and application components through AppDynamics Observability platform. The AIOps

engine processes the signals by applying correlations, anomaly detection, and prediction algorithms.

Once a problem is predicted, actions like self-healing or notifications are triggered automatically by the cognitive automation

components. Automated resolution can be orchestrated at a rapid pace either with front end robotic process automation (RPA), or back-end digital workers (created by assembling multiple microbots together) as shown:



Infosys AI Operations Solution powered by AppDynamics has four key components:

### 1. Observability and Insights:

AppDynamics enables state of the art observability services. It helps sense disruptions in application landscape, report alerts and proactively lodge problems or incidents in IT service management (ITSM). The solution covers full-stack monitoring and integration to achieve digital experience monitoring, application performance monitoring, infrastructure visibility and database monitoring.

2. **Analyze and Decide:** AppDynamics capabilities and accelerators around anomaly detection, performance baseline and automated root-cause





analysis, when integrated with Infosys Live Enterprise Automation Platform, help drive reduction in mean time to detect an issue and mean time to identify its cause(s). The AIOps engine identifies patterns, trends, correlation across incidents, logs and events, and indicates the problem by applying AI and ML models on disparate sources of telemetry from AppDynamics monitoring data across the application stack. It also provides real-time integration to deep dive into root cause through the AppDynamics console.

3. **Automate and Self-heal:** This component recommends incident resolution using extreme automation and technology agnostic Cognitive

Automation Studio. After the steps and resolution are executed, the status is updated back onto the ITSM platform.

4. **Report and Notify:** Deliver an integrated business control centre (BCC), to model the business value chain and KPIs and map them to the underlying business processes and applications for proactive monitoring. The solution also renders user persona-based dashboards to indicate any potential disruptions or failures, further slicing and dicing capabilities to go to the root cause of the disruption, that can lead to an automated resolution.

## Solution Benefits

			
<b>End-to-end Business Observability and Monitoring</b>	<b>Better Application Reliability and Performance</b>	<b>Self-healing with Intelligent Insights</b>	<b>Business Outcome-oriented Approach</b>
<ul style="list-style-type: none"><li>• A single pane of glass with full stack end-to-end business observability</li><li>• Unified monitoring spanning across the full IT estate, from traditional IT systems to new hybrid cloud environments</li><li>• Improved visibility across tools and applications</li></ul>	<ul style="list-style-type: none"><li>• Proactive approach towards application performance monitoring</li><li>• Enabling enterprises to identify issues and performance bottlenecks faster</li><li>• Help reduce the mean time to resolution (MTTR) by <b>65%</b></li></ul>	<ul style="list-style-type: none"><li>• <b>50%</b> lesser time spent on troubleshooting</li><li>• Improved operational efficiency powered by centralized IT monitoring to gain better visibility across highly disparate systems</li></ul>	<ul style="list-style-type: none"><li>• Business outcome-oriented approach resulting in <b>10% - 25%</b> faster root cause analysis and remediation</li><li>• Improved metrics for business process including Order to Cash, Procure to Pay, Claims processing, Record to Report, and more</li></ul>

To know how Infosys and AppDynamics can make your IT resilient too, reach us at [askus@infosys.com](mailto:askus@infosys.com). Learn more about Infosys Live Enterprise Automation Platform [here](#).

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

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