INFOSYS AI OPERATIONS SOLUTION
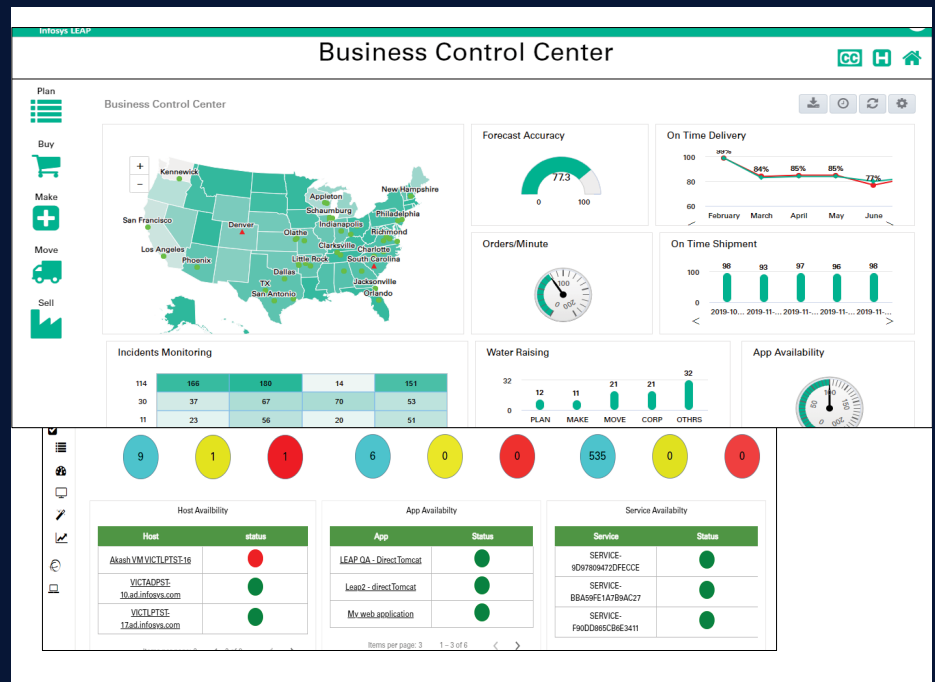
Powered by Dynatrace

Infosys®

Navigate your next

CXOs today want far greater business value from application management than what traditional, reactive, and manually intensive solutions can provide. They need business-aligned and AI-led solutions that offer predictability, resiliency and better business outcomes.

AI-led predictive analytics and cognitive automation for a self-healing application landscape
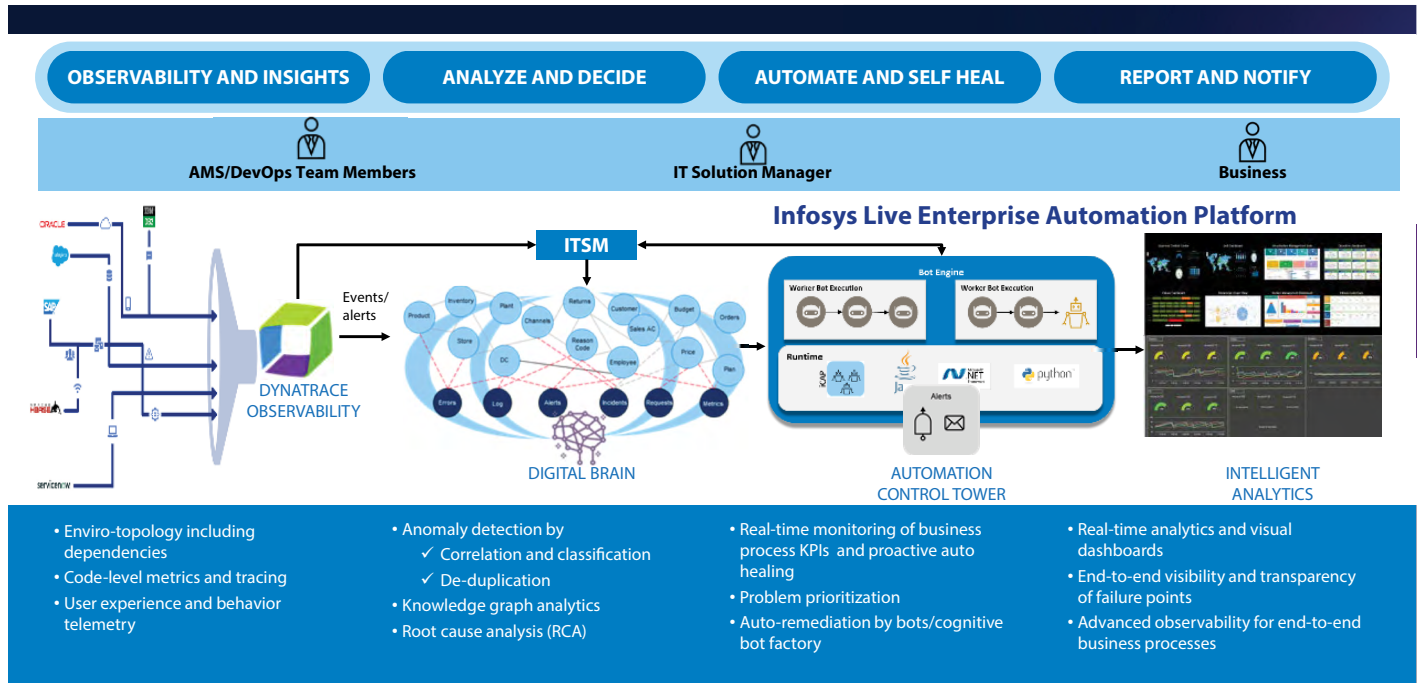
Infosys Live Enterprise Automation Platform is our one-stop application management suite that drives IT operations optimization using an AIOps approach. It makes application management proactive, self-healing, and aligned to business outcomes. The platform detects anomalies in business process KPIs and IT health parameters, applies AI and analytics to process information, makes real-time decisions, and responds with agility to execute remediation using cognitive automation and prevent business disruptions.

The power of Infosys Live Enterprise Automation Platform is amplified further by the unparalleled telemetry, observability, and intelligence of Dynatrace. This powerful solution helps enterprises transform application management across digital, cloud and legacy application landscape to deliver higher value with dramatically lesser effort.

Infosys AI Operations Solution overview

Infosys AI Operations is a holistic solution built on Infosys Live Enterprise Automation Platform to improve the availability, reliability, and performance of the application landscape by leveraging Artificial Intelligence for IT Operations (AIOps) and predictive analytics.

Infosys AI Operations Solution powered by Dynatrace makes enterprises resilient by applying Live Enterprise principles to sense, analyse, decide act, and continuously learn from digital telemetry and vital data on application metrics, traces and logs. The solution relies on the observability solution from Dynatrace to sense issues or even potential issues and perform fault doma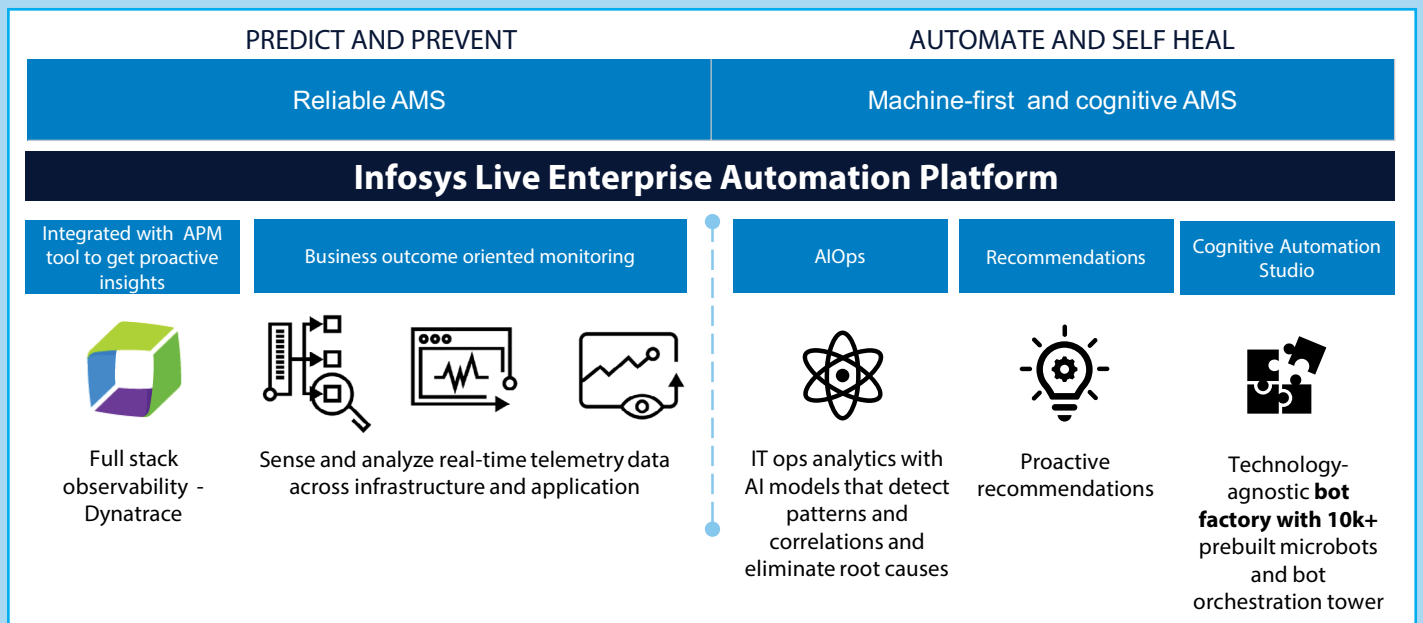in isolation and code-level root cause analysis. These proactive insights enable the platform to fix performance or availability related issues, thereby making applications more resilient. This ensures that the end customers and the business are not impacted.

Using artificial intelligence and machine learning, Live Enterprise Application Management Platform correlates alerts, events, and error log information ingested by Dynatrace from multiple data sources and detects disruptions or anomalies. The Infosys AI Operations Solution then classifies and assigns these disruptions to the most suitable digital workers (assembly of micro-bots). These digital workers execute the appropriate resolution resulting in self-healing. The solution also continuously learns from historical data and patterns to predict potential failures and recommend auto-healing actions.

Power of observability and cognitive automation

The integrated platform solution elevates application management from the "fail and fix" model to a "predict and prevent" model using AI-led analytics and cognitive self-healing automation.

PREDICT AND PREVENT		AUTOMATE AND SELF HEAL		
Reliable AMS		Machine-first and cognitive AMS		
Infosys Live Enterprise Automation Platform				
Integrated with APM tool to get proactive insights	Business outcome oriented monitoring	AIOps	Recommendations	Cognitive Automation Studio
Full stack observability - Dynatrace	Sense and analyze real-time telemetry data across infrastructure and application	IT ops analytics with AI models that detect patterns and correlations and eliminate root causes	Proactive recommendations	Technology-agnostic **bot factory with 10k+** prebuilt microbots and bot orchestration tower

Benefits of Infosys AI Operations Solution

End-to-end business observability and monitoring

- A single pane of glass with full-stack end-to-end business observability
- Unified monitoring spanning the full IT estate, from traditional IT systems to new hybrid cloud environments
- Improved visibility across tools and applications

Better application reliability and performance

- Proactive approach towards application performance monitoring
- Enables enterprises to identify issues and performance bottlenecks faster
- Reduction in the mean time to resolution (MTTR) by **65%**

Self-healing with intelligent insights

- **50%** reduction in time spent on troubleshooting
- Increased system availability and reduction of critical outages resulting in improvement in business operations performance and end user experience

Business outcome-oriented approach

- Business process KPIs led approach resulting in **10% - 25%** faster root cause analysis and remediation
- Improved metrics for business processes such as order to cash, procure to pay, claims processing, record to report, and more

Reach us at askus@infosys.com to understand how Infosys and Dynatrace can make your IT resilient. Learn more about Infosys Live Enterprise Automation Platform here.

For more information, contact askus@infosys.com

Infosys®
Navigate your next