

ELEVATE IT OPERATIONS WITH AN AI- BASED HYBRID IT MANAGEMENT SUITE



As enterprises globally cope with the demands of an evolving business environment and manage the pressures of digital transformation to deliver superior business performance, the role of IT operations becomes even more critical. IT operations must extend beyond the technology contours and see how it can enable business strategy. IT leaders must, therefore, reorient delivery to cater to business needs.

Handling disruption is no easy task as IT operations is already burdened with unprecedented demand for speed and flexibility, enormous volumes of data, and a high level of diversity. IT operations is clearly in need of enablers to keep pace with evolving pressures and expectations while elevating performance.

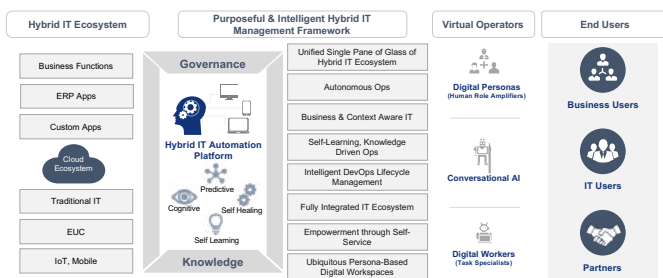
Artificial Intelligence (AI) will have a significant impact by allowing IT operations to do more and do better, delivering increased IT efficiency and enhanced user experience. AI by capitalizing on technologies such as Big Data, Machine Learning, Analytics, and Robotic Process Automation can intelligently analyze, recognize, predict, and proactively resolve issues. Harnessing data generated by the log and telemetry of ITOM toolsets makes this possible. However, AI by itself is inadequate to address all the challenges in IT operations and uplift efficiencies.

IT operations handles diverse functions, and there is a clear need to manage this variety in a unified way. It calls for a seamless enterprise automation solution that utilizes available technologies to

increase IT efficiencies. With such a unified IT management platform, IT operations can enjoy faster and more accurate resolution of issues, better utilization of resources, and more bandwidth to focus on value-adding activities.

Infosys' vision for the next generation enterprise comprises an intelligent IT management framework to manage a hybrid IT ecosystem by capitalizing on automation, AI, and other advanced digital technologies and thereby elevate the performance of IT operations.

Infosys Vision for the Next Generation Enterprise

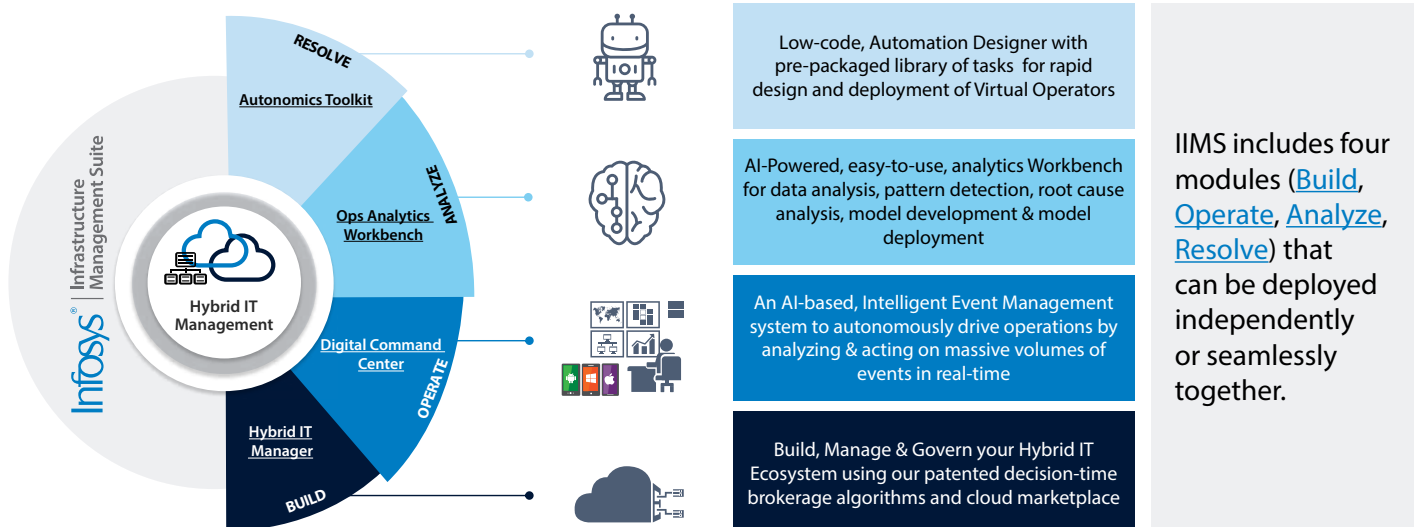


Cutting Edge Technologies | Open Source | Loosely Coupled | Robust Partner Ecosystem | Simplified IT | Autonomous Operations

The goal of the Infosys Infrastructure Management Suite (IIMS) is to realize this vision across its clients.

End to End Autonomous Hybrid IT Management from IIMS

Infosys drew on its vast and deep experience to develop an IT management platform that covers the spectrum of IT operations in-depth. IIMS addresses the gap in the market for a single platform that comprehensively and effectively handles the entire lifecycle of IT operations - build, operate, analyze, and resolve.



Hybrid IT Manager

















- End to end Hybrid Cloud Management, Brokerage, and Governance platform to manage enterprise cloud resources
- Re-useable application blueprints for deploying full-stack environments in any target cloud or infrastructure
- Fully ITSM compliant actions

FEATURES AT A GLANCE

Enterprise Cloud Store	Software Configuration Manager	Resource Lifecycle Manager
Resource Policy Manager	Dynamic Scaling	Cloud Dashboard and Report Builder

Hub Workspace Ecosystem CloudStore Analytics

IT Services

  <p>Amazon General Purpose Medium Instance - t2.medium - Windows 2008 R2</p> <p>63.89 USD /Month</p> <p>OS : Windows 2008 R2 Memory : 4 Compute : General Purpose Medium Instance - t2.medium</p> <p>Virtualization Type : HVM CPU : 2 Disk : 50</p>	  <p>Amazon General Purpose Large Instance - t2.large - Windows 2008 R2</p> <p>114.77 USD /Month</p> <p>OS : Windows 2008 R2 Memory : 8 Compute : General Purpose Large Instance - t2.large</p> <p>Virtualization Type : HVM CPU : 2 Disk : 50</p>	  <p>Amazon Compute Optimized Large Instance - c4.large - Windows 2012 R2</p> <p>170.87 USD /Month</p> <p>OS : Windows 2012 R2 Memory : 3.75 Compute : Compute Optimized Large Instance - c4.large</p> <p>Virtualization Type : HVM CPU : 2 Disk : 50</p>	  <p>Amazon Compute Optimized Extra Large Instance - c4.xlarge - Windows 2012 R2</p> <p>335.12 USD /Month</p> <p>OS : Windows 2012 R2 Memory : 7.5 Compute : Compute Optimized Extra Large Instance - c4.xlarge</p> <p>Virtualization Type : HVM CPU : 4 Disk : 50</p>
  <p>Amazon Memory Optimized Large Instance - r4.large - Redhat 6.5</p> <p>182.7 USD /Month</p> <p>OS : Redhat Linux 6.5 Memory : 15.25 Compute : Memory Optimized Large Instance - r4.large</p>	  <p>Amazon Memory Optimized Extra Large Instance - r4.xlarge - Redhat 6.5</p> <p>366.44 USD /Month</p> <p>OS : Redhat Linux 6.5 Memory : 30.5 Compute : Memory Optimized Extra Large Instance - r4.xlarge</p>	  <p>Azure General Purpose Av2 Medium Instance - A4 v2 - Windows 2008 R2</p> <p>261.56 USD /Month</p> <p>OS : Windows 2008 R2 Enterprise Memory : 8 Compute : General Purpose Av2 Medium Instance - A4 v2</p>	  <p>Azure General Purpose Av2 Large Instance - A8 v2 - Windows 2008 R2</p> <p>538.56 USD /Month</p> <p>OS : Windows 2008 R2 Enterprise Memory : 16 Compute : General Purpose Av2 Large Instance - A8 v2</p>

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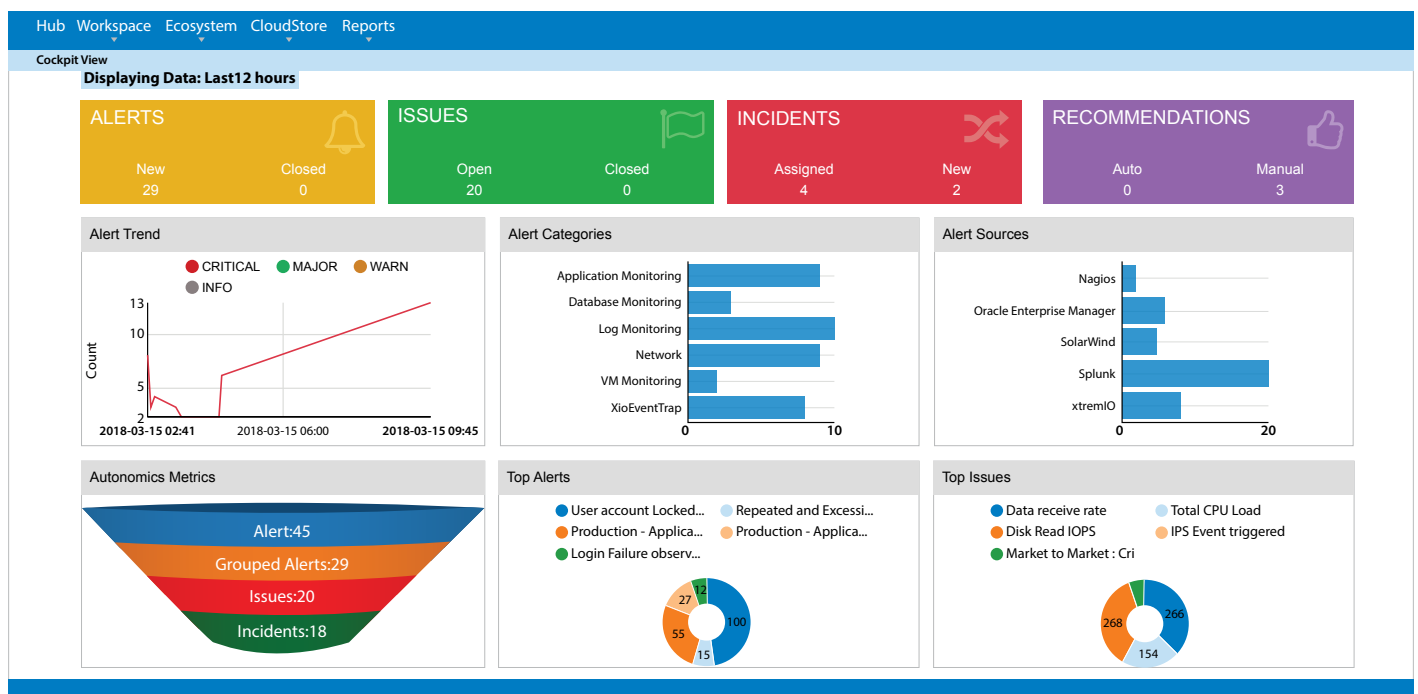
OPERATE

Digital Command Center

- Intelligent digital command center that can ingest, analyze, suppress, correlate, create and assign incidents, recommend and autonomously resolve commonly occurring issues
- Business Aware Command Center with business process-to-business KPI-to-IT KPI mapping for end-to-end enterprise visibility
- Design, certify, publish and configure end-to-end autonomous operational actions across IT operations functions including App, Middleware, DB, Infra, Storage, Network and security

FEATURES AT A GLANCE

IT Command Center (IT Cockpit)	Business Aware Command Center	Event Pipeline Configurator
Unified Operations Workbench	Autonomics Toolkit	



ANALYZE

Ops Analytics Workbench

- Pre-built easy to use operations-specific pipelines to analyze data
- Workbench for operators to derive operational insights as well as develop their models and rule sets to drive autonomous operations

FEATURES AT A GLANCE

Pattern Analyzer	Anomaly Detector	Capacity Planner
Metric Forecaster	Event Correlator	RCA Detector
SLA Predictor	Model Builder	Dashboard and Report Builder

Analytics » Visualization » Level 1 » Visualization

Total Volume 12020 | **Problem Patterns** Level 1 6 | **Top Contributor** Infrastructure... 4921 36.28

Select Date: 10/02/2018 (Optional) 03/22/2019 | Date Range: 2018-10-02 to 2019-03-22 | Apply | View Data | Calculate MTTR

Problem Patterns Summary

Level 1: lables | Bar Chart

Fill: ---Select Column---

Top Level Problem Patterns

- Infrastructure | Availability | Server Down
- Infrastructure | Server | Connectivity
- Infrastructure | Compute | FS Utilization
- Infrastructure | Compute | Mem Utilization
- Infrastructure | Server | Error
- Application | Error

Problem Patterns Trend

Trend Chart Column: sys_created_on | Duration: Weeks | Level 1: All

Dimension 1

assignment_group

Pie Chart

Assignment Group

Dimension 2

priority

Donut Chart

Priority

Dimension 3

u_ci_category

Bar Chart

CI Category

Problem Patterns Graph

Patterns	Count	Percentage
Infrastructure-Server-Availability-Server Down	4921	36.28
Infrastructure-Server-Connectivity	4478	33.02
Infrastructure-Compute-File System-Utilization Breach	1248	9.2
Infrastructure-Compute-Memory-Utilization Breach	571	4.21
Infrastructure-Server-Error/Failure	499	3.68
Application-Error/Failure	303	2.23
Total	12020	88.62

Mean Time To Resolution Chart

Average Incidents - MTTR Chart

RESOLVE

Autonomics Toolkit

- DIY, low code, Ops automation toolkit to build your autonomous functions
- Predefined automation workflows for different personas like cloud operator, network, security, database, and support
- Ticket and event-based classification engine to drive self-service and self-healing using our AI-Powered Core

FEATURES AT A GLANCE

Script Repository	Workflow Library	Rules Repository
Autonomics Policy Designer	Autonomics Designer	Autonomics Scheduler
AI / ML Model Repository	Autonomics Dashboard and Report Builder	Ops Analytics Workbench

The screenshot displays the Automation Workbench interface. At the top, there are navigation tabs: Hub, Workspace, Ecosystem, and CloudStore. Below this, the page title is 'Automation Workbench > Workflow'. The main dashboard features four key metrics: 32 My Workflows, 22795 Workflow Instances, 3258 Workflow Issues, and 19119 Workflows Executed. Below the metrics are sections for Notifications and Recent Workflow Activities. The bottom section, 'Workflow Execution Details', shows a flowchart of a workflow with tasks like 'Display is...', 'Own Incide...', 'Assign Dis...', 'Disc clean...', 'Update com...', and 'Restore In...'. A legend indicates the status of tasks: Completed (green), Failed/Expired (red), In Progress (yellow), Partially Completed (orange), and Not Executed (grey).

Why Infosys Infrastructure Management Suite?

- Comprehensive suite of offerings that provides a convenient and value-adding solution for enterprises
- Large repository of adaptors and plug-ins to connect with a multitude of enterprise toolsets to better manage IT operations
- Foundation of industry grade Open Source technologies allowing us to keep pace with innovations in the tech sector
- Competitive pricing
- Pre-built solutions available in the platform are ready to use, accelerating and simplifying transformation. IIMS can be deployed and implemented at nearly twice the pace of competing solutions.

Tangible benefits delivered to IIMS clients consistently

85%

Reduction in environment provisioning times

40%

Faster time to market

100%

IT process compliance

40%

Reduction in IT Operations Effort

75%

Reduction in P1 tickets

35%

Improvement in satisfaction Index

60%


Reduction in alert noise

30%

Reduction in MTTD + RCA + MTTR times


IIMS Applicability

IIMS can be deployed to automate a host of use cases across different IT Ops functions including:


 L1/1.5/L2Ops

 CloudOps

 NetworkOps

 StorageOps

 SecurityOps

 AppMaintenance & SupportOps

Case in point: IIMS makes a difference to an American semiconductor manufacturing leader

Requirement: Next generation IT Operations framework to optimize service desk and enhance customer satisfaction and service quality through extreme automation.

Infosys deployed the IIMS to manage the client's hybrid IT ecosystem and ensured automated and simplified IT operations, reduced costs, delivered annual savings of over \$1 million and improved service quality. Specifically, we delivered:

48%

Reduction in incident volume with 95% of false positives filtered out

35%

Incidents are proactive and auto-created

75%

Decrease in environment handover times

60%

Incidents are automatically resolved

40%

Drop in call quality issues and 30% drop in Skype related issues

30,000+

Hours of effort saved through automation annually

For more information, contact askus@infosys.com



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