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

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.

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

IIMS includes four modules (Build, Operate, Analyze, Resolve) that can be deployed independently or seamlessly together.

Low-code, Automation Designer with pre-packaged library of tasks for rapid design and deployment of Virtual Operators

AI-Powered, easy-to-use, analytics Workbench for data analysis, pattern detection, root cause analysis, model development & model deployment

An AI-based, Intelligent Event Management system to autonomously drive operations by analyzing & acting on massive volumes of events in real-time

Build, Manage & Govern your Hybrid IT Ecosystem using our patented decision-time brokerage algorithms and cloud marketplace
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

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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

Hub  Workspace  Ecosystem  CloudStore  Reports

Cockpit View

Alert Trend

- Alert Categories
  - Application Monitoring
  - Database Monitoring
  - Log Monitoring
  - Network
  - VM Monitoring
  - XioEventTrap

Alert Sources

- Alert Sources
  - Nagios
  - Oracle Enterprise Manager
  - SolarWinds
  - Splunk
  - xtremIO

Alert:45  Grouped Alerts:29  Issues:20  Incidents:18

Top Alerts

- User account Locked...
- Production - Applica...
- Login Failure observ...
- Repeated and Excessi...
- Production - Applica...

Top Issues

- Data receive rate
- Total CPU Load
- IPS Event triggered

Autonomics Metrics

Top Alerts

- User account Locked...
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Top Issues

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**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

**Problem Patterns Summary**

- **Total Volume**: 12020
- **Problem Patterns**: Level 1: 6
- **Top Contributor**: Infrastructure - Server - Availability - Server Down

**Problem Patterns Trend**

- Trend Chart: sys_created_on
- Duration: Weeks
- Level: All

**Problem Patterns Graph**

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**Mean Time To Resolution Chart**

- Average Incidents - MTTR Chart
  - Average Incidents per day
  - MTTR (Hrs)

**Average Incidents per day**

- Average MTTR (Hrs)

**Features**

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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
- AI / ML Model Repository
- Autonomics Dashboard and Report Builder
- Ops Analytics Workbench

Notations Recent Workflow Activities

- Validate HeartBeat has started execution 19 days ago
- Disk Clean Up - Primary has started execution 22 days ago
- Disk Clean Up - Primary has started execution 26 days ago
- Primary Disk Clean has started execution 26 days ago
- Primary Disk Clean has started execution 26 days ago
- Disk Clean Up - Primary has started execution 33 days ago
- Privileged User Access is Approved by the Approver... 36 days ago

Workflow Execution Details

- Display is...
- Own Inside...
- Assign Doc...
- Disc clean...
- Assign Inv...
- Restore...
- Update com...
- End Task...
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.

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

Tangible benefits delivered to IIMS clients consistently

<table>
<thead>
<tr>
<th>Benefit</th>
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<tr>
<td>Reduction in environment provisioning times</td>
<td>85%</td>
</tr>
<tr>
<td>Faster time to market</td>
<td>40%</td>
</tr>
<tr>
<td>IT process compliance</td>
<td>100%</td>
</tr>
<tr>
<td>Reduction in IT Operations Effort</td>
<td>40%</td>
</tr>
<tr>
<td>Reduction in P1 tickets</td>
<td>75%</td>
</tr>
<tr>
<td>Improvement in satisfaction Index</td>
<td>35%</td>
</tr>
<tr>
<td>Reduction in alert noise</td>
<td>60%</td>
</tr>
<tr>
<td>Reduction in MTTD + RCA + MTTR times</td>
<td>30%</td>
</tr>
<tr>
<td>Reduction in incident volume</td>
<td>48%</td>
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<td>Drop in call quality issues and Skype related issues</td>
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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
Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com