Business Challenge

As IT Operations (ITOps) teams strive to optimize the performance and health of infrastructure and applications, they face increased pressures from market forces including:

- Explosive increases in the volume, variety and velocity of operational data
- New multi-cloud platforms and container technologies driving complex, hybrid environments
- DevOps and line of business teams demanding new technologies and faster app release cycles
- Difficulty in aligning IT resources to business service leading to increased cost and risk of application failures
- Huge volumes of event noise drowning out real problems and increasing MTTR

Overall, ITOps tools and processes cannot support the speed and innovation that a digital business demands - a new approach is needed.

What is AIOps?

AIOps is a strategy for IT teams to apply machine learning, big data, analytics and automation to IT processes and tools to help monitor and manage the increasing volume, variety and velocity of data across complex environments. As the business pursues digital initiatives and deploys more and faster applications, technologies and devices, it is imperative that IT leverages machine learning and analytical capabilities – or risk downtime, poor performance, degradation of customer experience and failed innovation initiatives.

Key Features

- Broad monitoring of metrics, logs, events and data across many technologies
- Machine learning to establish patterns and dynamic baselines
- Anomaly detection to predictively alert
- Log and event analytics and probable cause analysis
- Automated workflows for event remediation, incident and change management
- Advanced analytics to align IT resources with business service needs
- Predictive insights for managing cost, security and resource configuration

Key Benefits

- Consolidate monitoring tools to reduce labor effort by 50 to 80%
- Reduce time to diagnose root cause of events by 30 to 75%
- Reduce event noise by between 60 to 90%
- Automate to speed MTTR by 30 to 75%
- Optimize IT resource usage to achieve 30% cost reductions
- Proactively manage infrastructure capacity planning, cost and security to reduce staff effort by 70%
- Automate cloud security and cost management operations

Learn patterns, suppress events and identify anomalies to reduce event noise and prioritize events that have the most potential to impact services.
TRUESIGHT AIOPS

The TrueSight AIOps platform deploys AIOps technologies including machine learning and advanced analytics as part of a holistic monitoring, event management, capacity, automation and cloud operations solution to deliver valuable AIOps use cases including:

- Reduce event noise and predictively alert to drive ITOps efficiencies
- Identify root cause faster with probable cause analysis and log analytics
- Deliver right-sizing recommendations for IT resources
- Perform ‘what-if’ simulations for cloud migration
- Gain predictive insights to manage cloud security
- Deploy automated event remediation workflows
- Link ITOps and ITSM with automated ticketing, incident and change management

TRUESIGHT SOLUTIONS

BMC can help IT Ops teams adopt an AIOps strategy with the TrueSight portfolio:

- **TrueSight Operations Management**, a holistic monitoring and event management solution that ingests data, events, logs and metrics from many sources and applies machine learning and advanced analytics to contextualized operational data to reduce risk, increase efficiency and drive down costs across ITOps processes.
- **TrueSight Orchestration**, an IT process automation solution that adds to the value of our AIOps platform by enabling automated responses to intelligent recommendations from the analytics engine including automated event remediation, automated ticketing, incident and change management with the Service Desk.
- **TrueSight Capacity Optimization**, a capacity management solution that applies machine learning, correlation analysis and statistical modeling of resource usage and metrics to predict workload behavior and resource utilization, perform what-if simulations and forecast cost impacts.
- **TrueSight Cloud Operations**: a cloud management platform that delivers cloud budget management, automated right-sizing recommendations and actions, automated policy-based analysis and remediation of cloud resource configurations and security insights to prioritize cloud security posture management.

FOR MORE INFORMATION

To learn more about TrueSight AIOps, visit [bmc.com/it-solutions/aiops.html](http://bmc.com/it-solutions/aiops.html)

![A patented probable cause analysis engine correlates millions of monitoring data points to automatically identify the most likely causes.](image)

![Gain insights into IT resources running business services and applications](image)

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

www.bmc.com