

EMERGE 2019

ART OF THE POSSIBLE

April 23, 2019

Modernizing IT Service Delivery: Accelerating Business Outcomes Through AIOps


Raj Patnam, VP of Global Solutions for ScienceLogic



EPHEMERAL STATE OF IT – AGILITY MEETS COMPLEXITY

 E-Commerce






 Enterprise Authentication

 Inventory

 Fraud Detection

 Manufacturing

 Digital Marketing

 Multi-Cloud																				
 Hybrid IT																				
 Network																				
 Storage																				
 Compute																				

PAIN POINTS DRIVING AIOps ADOPTION



Get full
service visibility



Accelerate MTTR /
Reduce Noise



Automate manual
processes

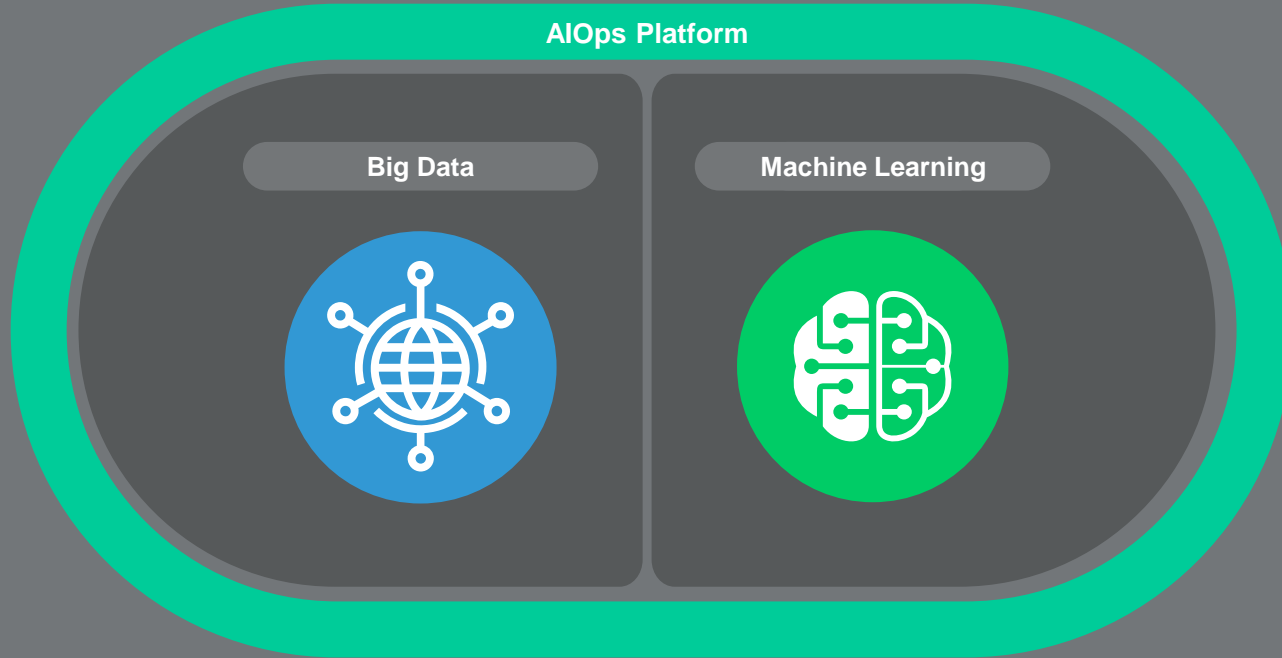


Modernize tools /
platforms



On-board new
technologies faster

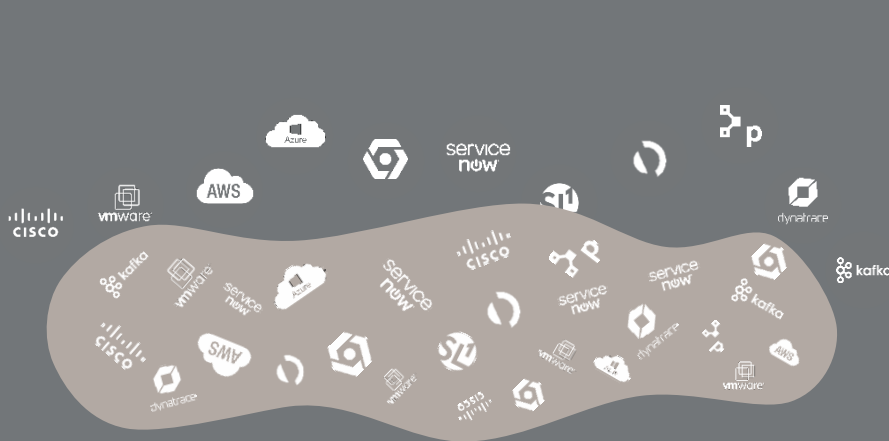
THE ROLE OF AIOps – AI & ML TO SPEED AUTOMATION



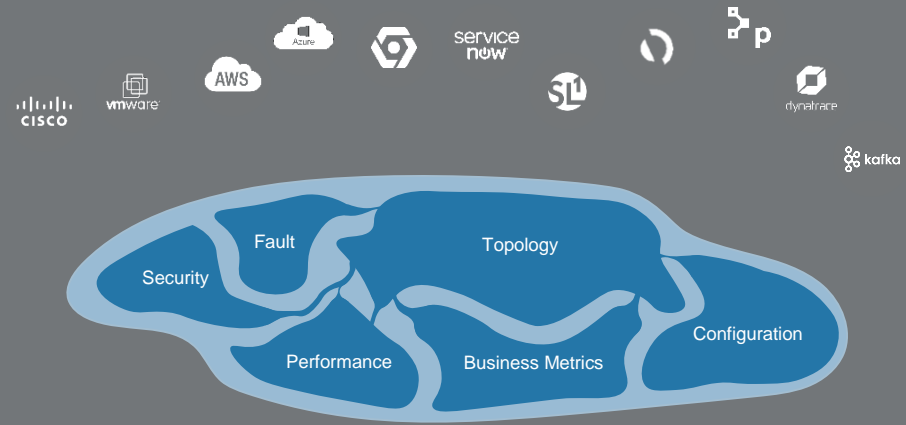
30% of Enterprises will adopt AIOps by 2023.

Source: Gartner

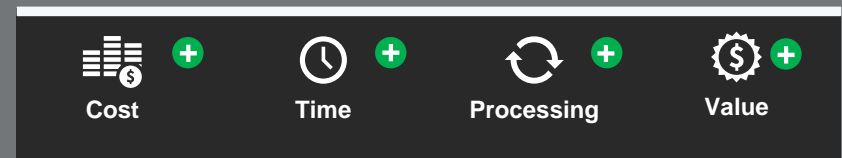
TWO APPROACHES TO AIOps



Data Agnostic
(Data Swamp)



Data-Aware
(Data Lake)

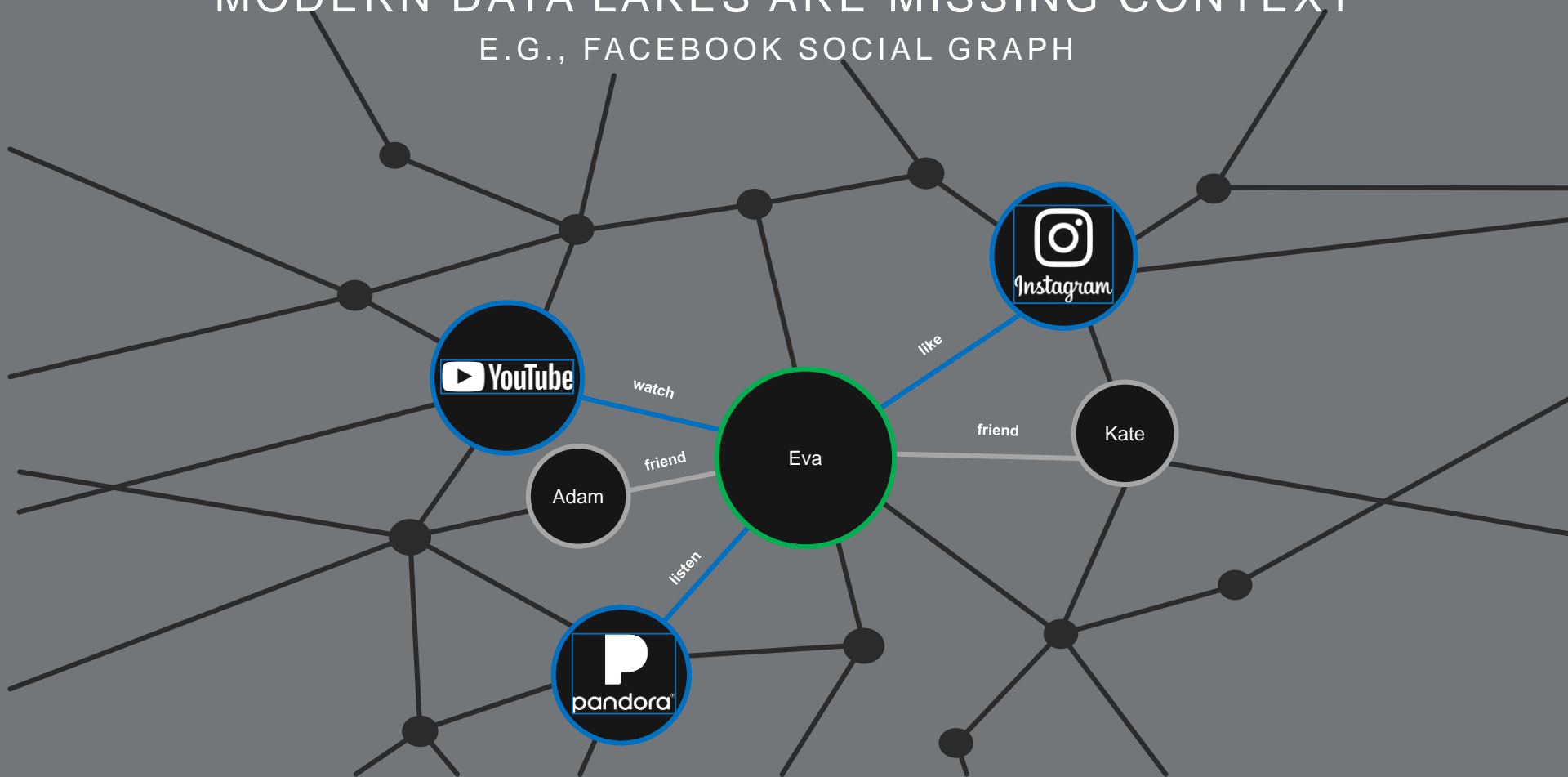


Data scientists spend 79% of their time collecting, cleaning, and organizing data.

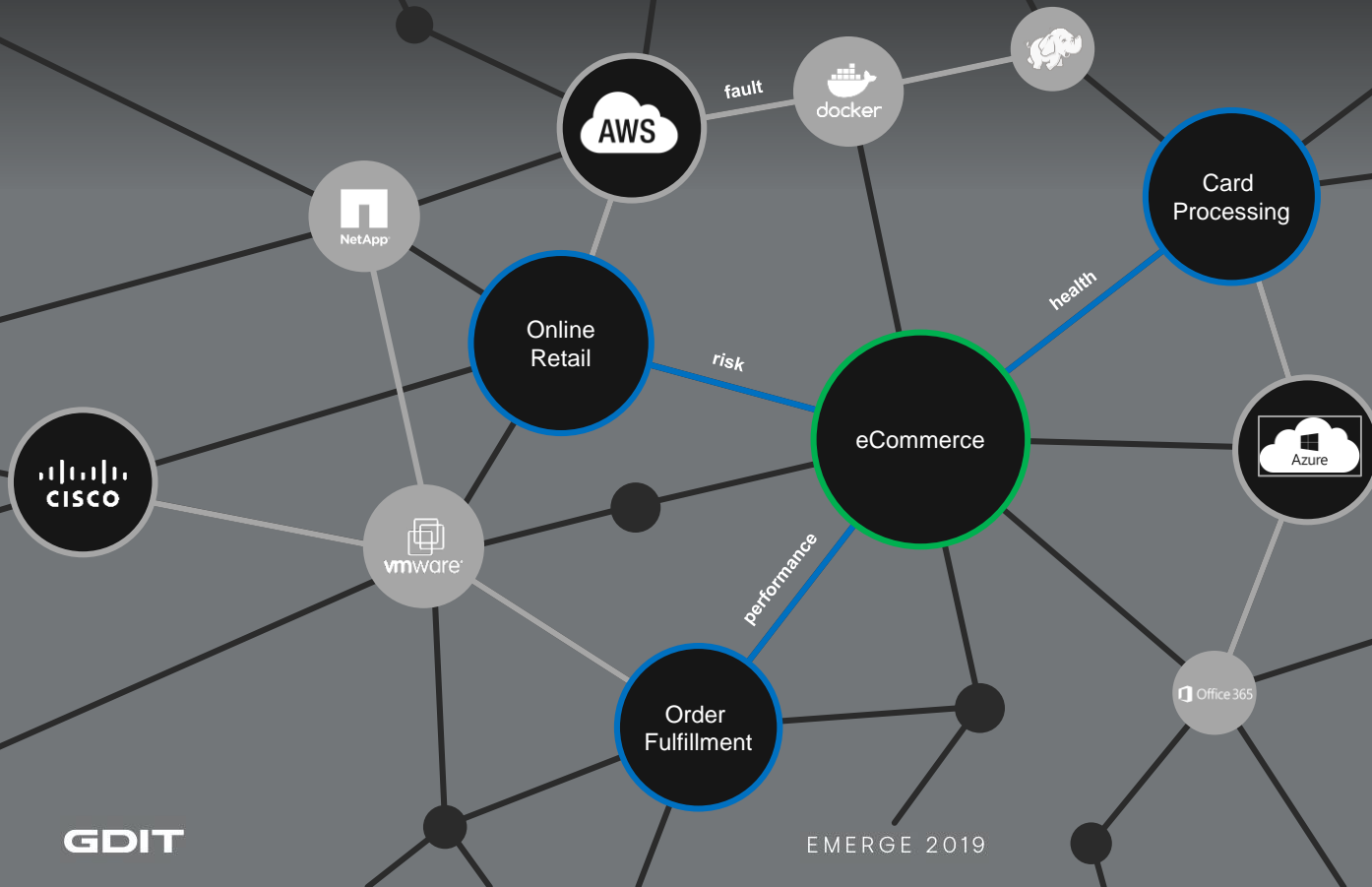
Source: Gartner

MODERN DATA LAKES ARE MISSING CONTEXT

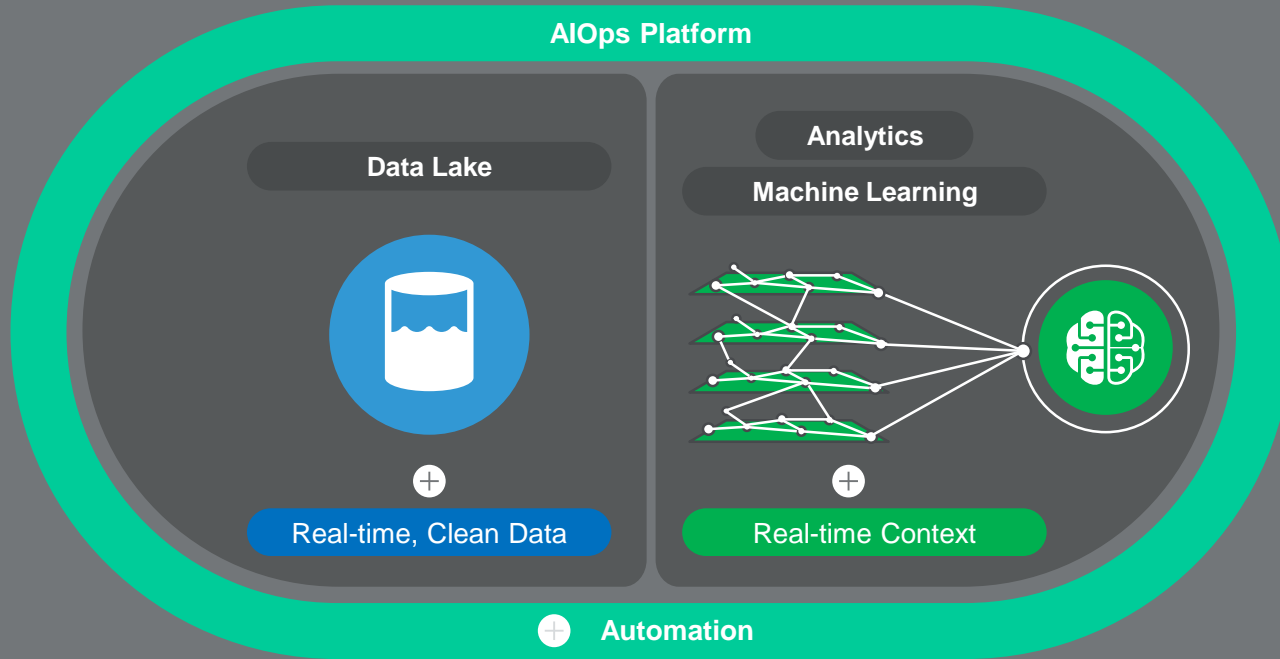
E.G., FACEBOOK SOCIAL GRAPH



APPLYING GRAPH TO AIOps ESTABLISHES CONTEXT TOPOLOGY AND DEPENDENCY MAPPING



SL1 ACCELERATES AIOps w/ CLEAN DATA + CONTEXT + AUTOMATION



ScienceLogic Automation Engine for AIOps

AIOps USE CASES POWERED BY CONTEXT



1

Identify
Business Service
Impact

2

Eliminate
Application
Blind Spots

3

Automate
Incidents
with Accurate
CMDB

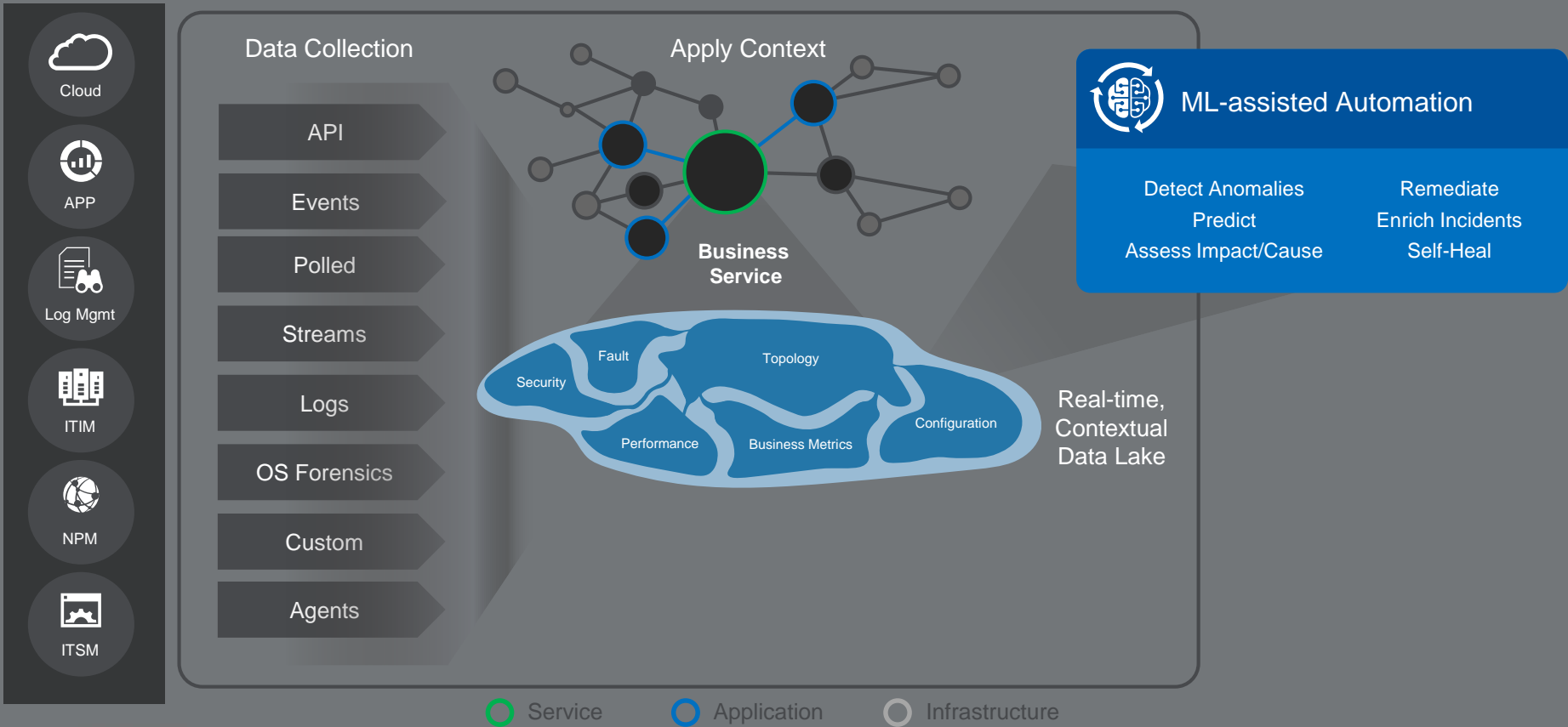
4

Tame
Cloud Sprawl

0

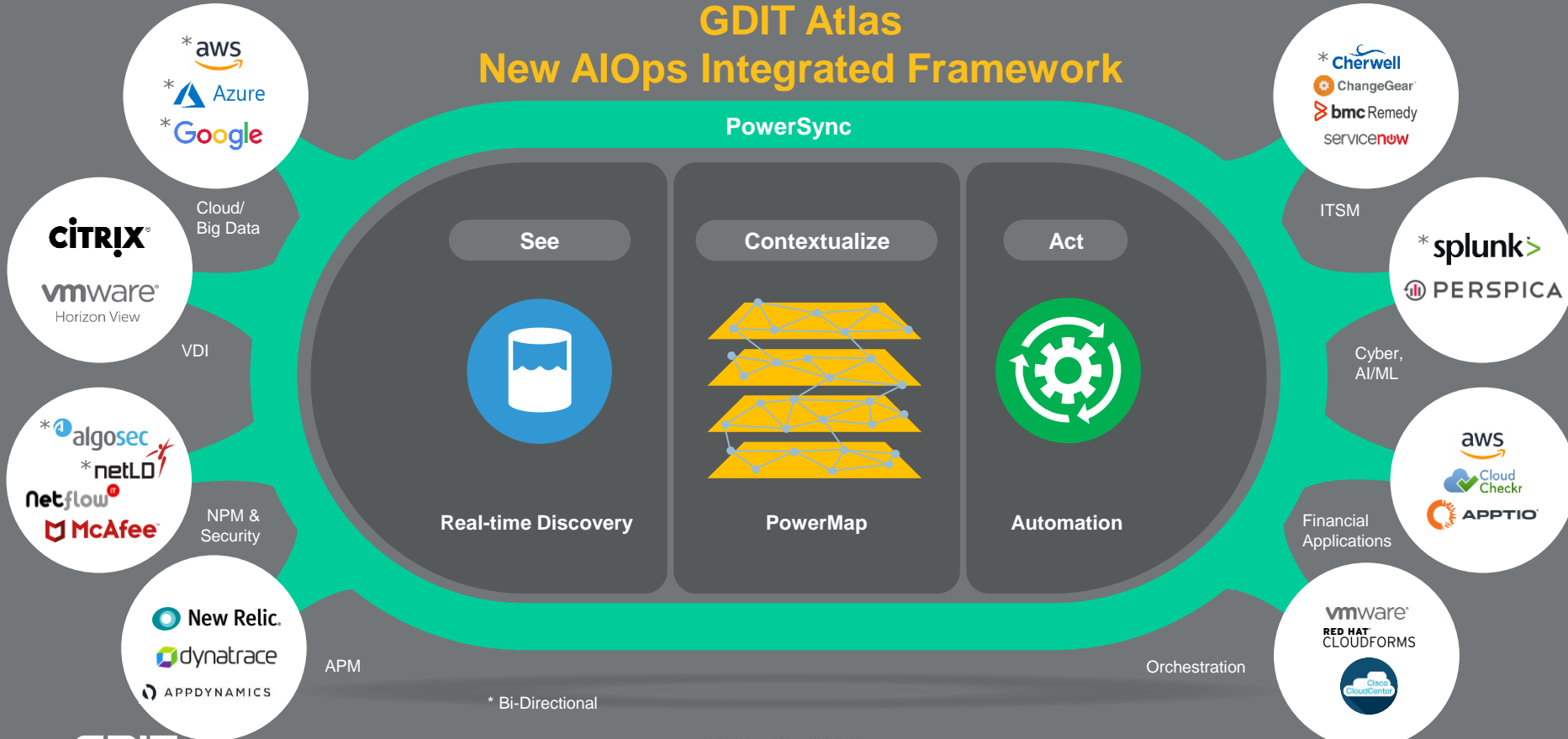
Actionable Data Lake

CONTEXT TURNS BIG DATA INTO ACTIONABLE DATA LAKE

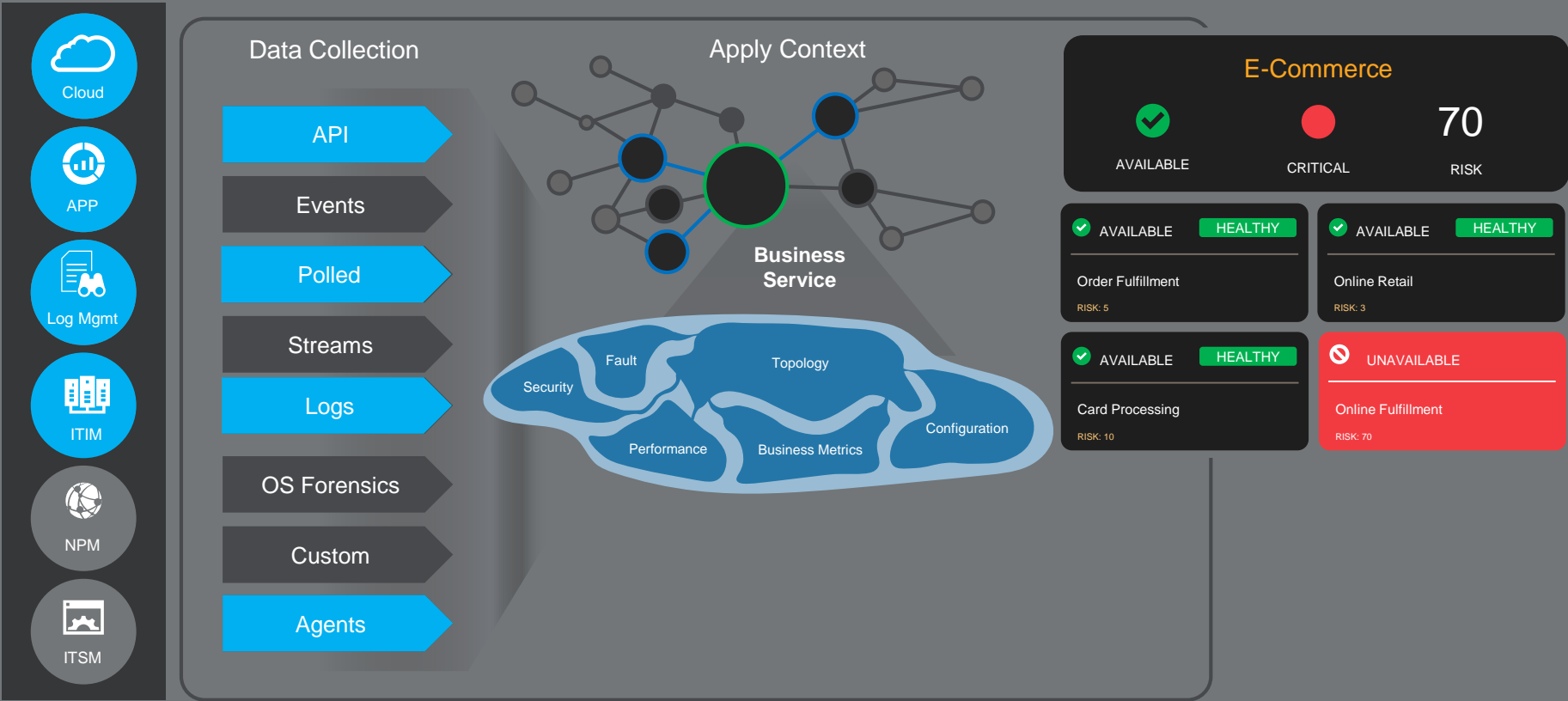


SCIENCELOGIC INTEGRATES WITH GDIT ECOSYSTEM

GDIT Atlas New AIOps Integrated Framework



CONTEXT IDENTIFIES BUSINESS SERVICE IMPACT



○ Service ○ Application ○ Infrastructure

EXTEND THE REACH OF APM

CONTEXT SHOWS HOW INFRASTRUCTURE IMPACTS APPS FOR BETTER RCA



Cloud



APP



Log Mgmt



ITIM



NPM



ITSM

Data Collection

API

Events

Polled

Streams

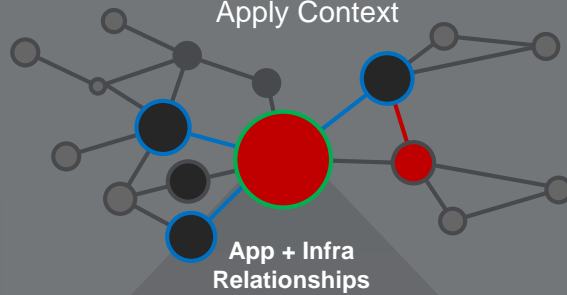
Logs

OS Forensics

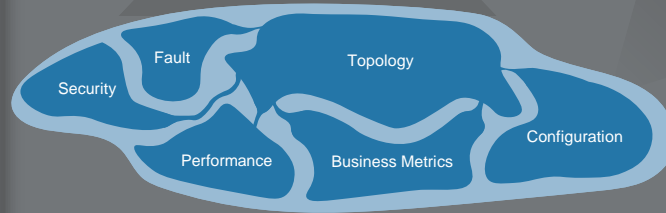
Custom

Agents

Apply Context



App + Infra Relationships



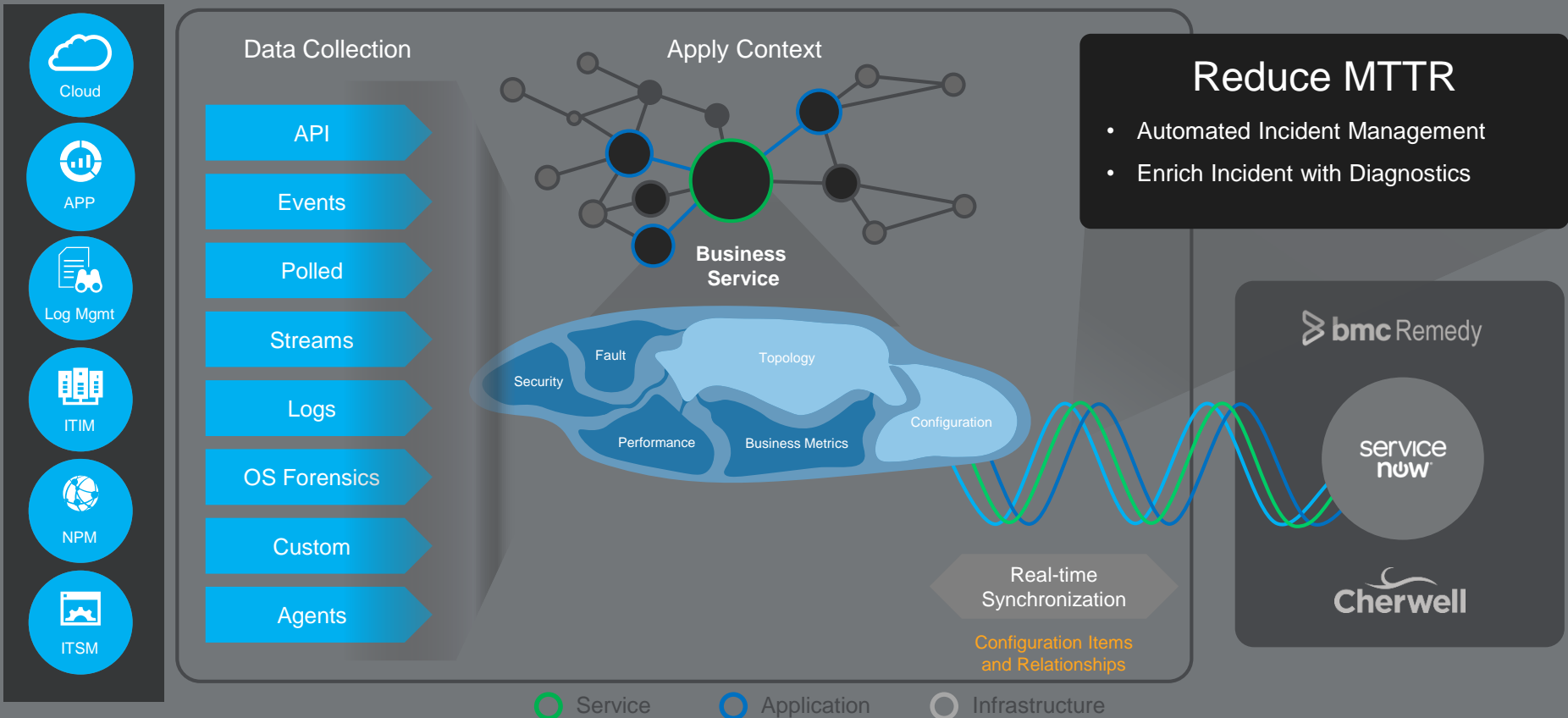
- Identify app dependencies on underlying infrastructure
- Determine Root Cause
- Show App Health & Risk (future)

○ Service

○ Application

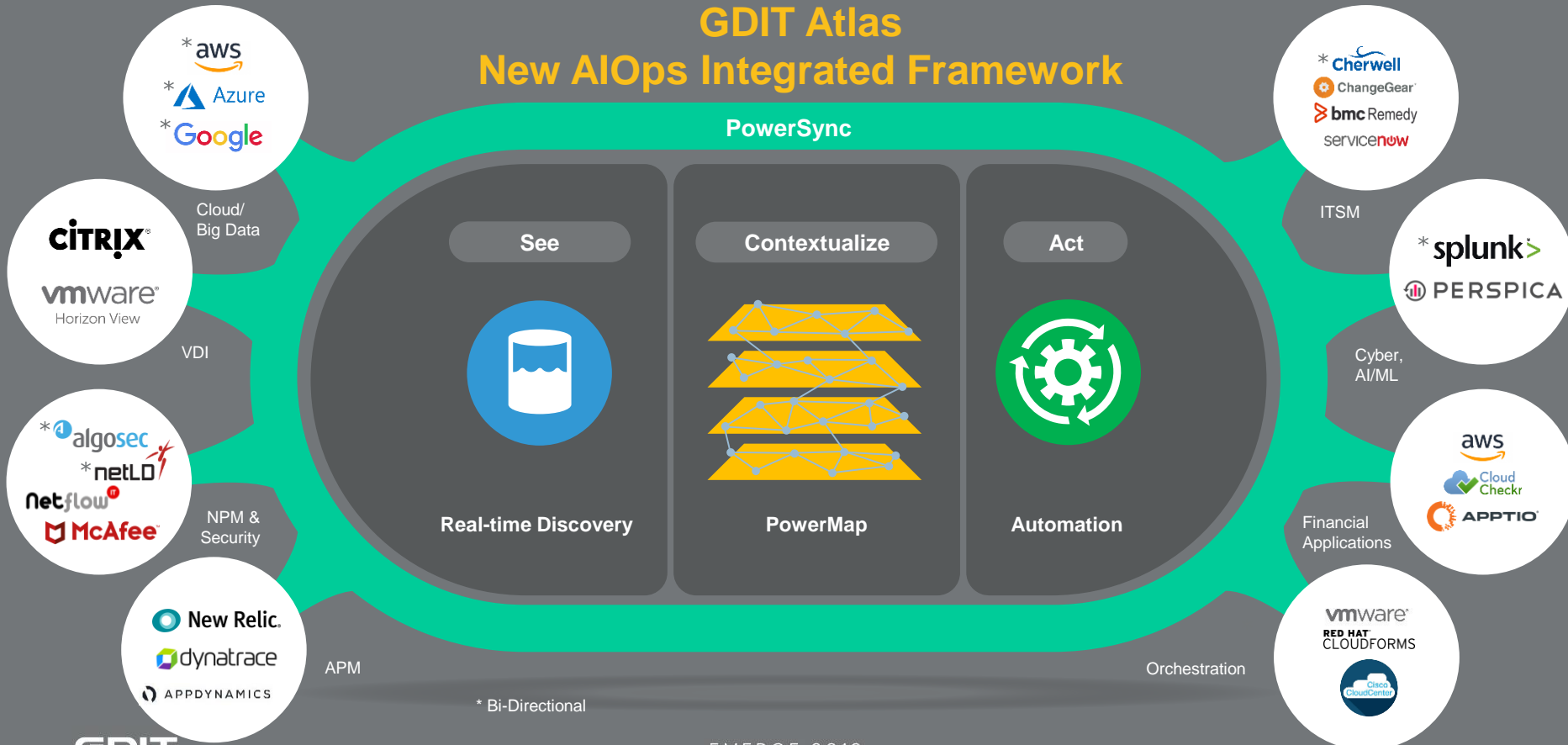
○ Infrastructure

CONTEXT POWERS INCIDENT AUTOMATION WITH ACCURATE CMDB



SCIENCELOGIC INTEGRATES WITH GDIT ECOSYSTEM

GDIT Atlas New AIOps Integrated Framework



FROM ITOPs TO AIOps—THE BENEFITS

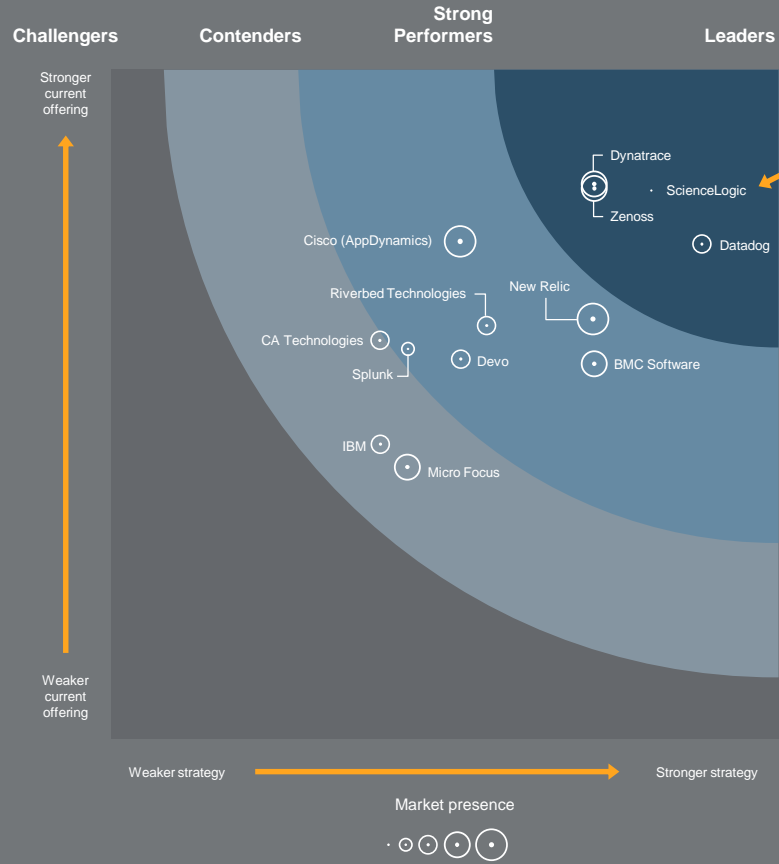


- Reduce MTTR through automation
- Gain application visibility across hybrid/multi-cloud
- Eliminate manual processes through automation
- Reduce the cost of IT Service Delivery/Shared Services
- Apply AI/ML to add context and drive automation
- On-board new technologies faster
- Track health of critical business services

Recognized by Forrester as AIOps Market Leader



The
Forrester Wave
Intelligent Application and
Service Monitoring
Q2 2019





Automation Engine for AIOps



High-Growth
Business



Top Tier
Silicon Valley Investors



Customer renewal
>95%



25% of Top
Fortune 500 companies



Patented Discovery
& Mapping



Cloud Scale @ **200K+**
devices; Millions with IoT



1/10th TCO
Millions saved



Rapid Time to Value
Payback < **6 mths**

FOR MORE INFORMATION

Susan Rogers

Strategic Accounts | Federal Programs

ScienceLogic

M: 301-335-7806

srogers@sciencelogic.com

[@sciencelogic](#)

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