

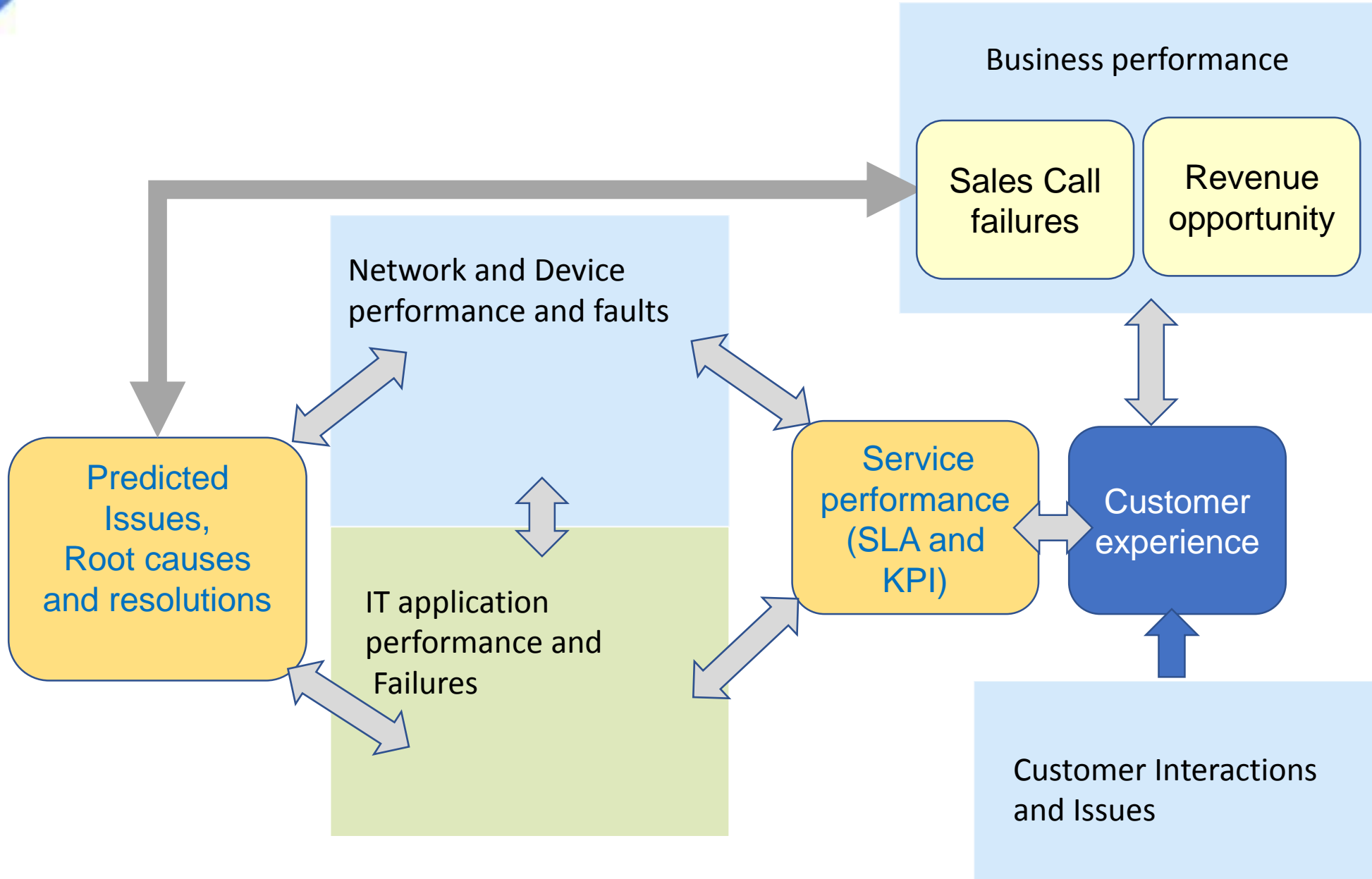


# AI based Preventive Network and IT systems maintenance



# Overview

- How quickly IT application failures are fixed.
- How to predict and prevent IT application failures.
- What are the root causes and resolutions for application failures.
- How to automate repeat issue fixes and root causes analysis.
- How are application failures correlate with service and customer experience issues.
- How are application failures impacting business performance (sales call failures).





## **Move from static to more dynamic failure analysis**

- Address the disconnect between customer experience, performance and failure management systems.
- Link Business and service performance issues with faults and failures.
- Learn and predict critical faults, failures and performance issues impacts.
- Minimize skillset needed to resolve complex issues.



## **Helps to -**

- Analyze performance and fault and failures from complex environment.
- Correlate unknown errors and warnings from unknown sources with customer experience and network and IT application issues.
- Integrate topology info to enhance accuracy of root cause analysis and resolutions.



## Continuous correlation engine

- Handle large and complex diverse application environment involving in-house built, legacy and new generation IT system application, vendor specific failures and performance data.
- Dealing with Disjointed, unstructured and data availability issues.
- Multi level aggregation and correlation.
- Improve resolution of new and unresolved issues.
- Automate repeat issue identification, root cause and resolution.