RIS AI based IT systems maintenance

Challenges

- Support diverse set of applications with limited resources and skillset.
- Cost of IT systems maintenance activities.
- Dealing with dynamic nature of problem solving. Current tools available deals with static and specific set of problem solving.
- Growth and complexity. Dealing with large scope of problem solving.
- Inefficiency in manual process. Business rules based solutions generate false- positives and false-negatives

Multi layer preventive analysis based on predicted impact and failures

- Behavior layer – identifying positively and negatively impacting customer activities and its impact.
- Business performance layer(revenue improvement) – detecting and resolving and issues based on business performance impact.
- Service layer – based on service availability, SLA and performance.
- Functional and Technical layer – solving technical problem more specific to functionality, process, performance or protocol level.
- Communication layer- dealing with infrastructure protocol, traffic, utilization etc.
- Inventory optimization layer - managing critical resources, upgrades, configuration and failure resiliency etc.

- Assemble performance metrics, errors, warning and alarms from across network of application and devices and customer activities.
- Automate repeat root causes analysis- what are root causes, where are they located and what are the impact
- Identifying new issues, faults and failures.

RIS AI based solution