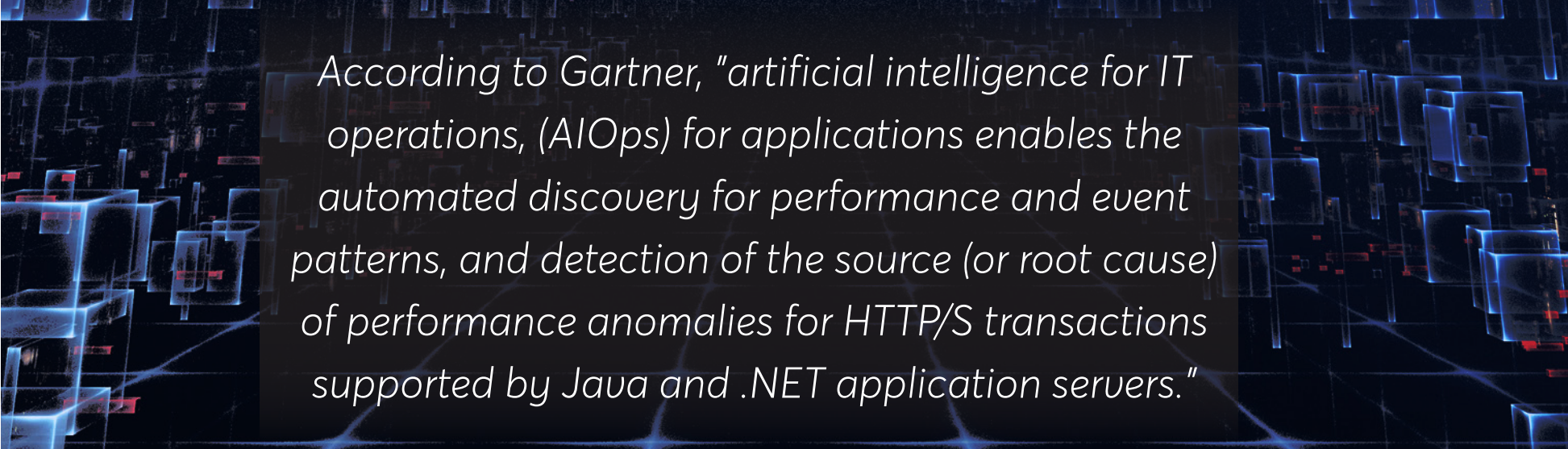


**The Top
Five Reasons**

***You Need
AIOps***



The demands of today's digital economy—coupled with the increasing complexity of modern application architectures—have made the role of IT operations more challenging. In response, AI and machine learning have emerged as a means to relieve some of the manual intervention required.



According to Gartner, "artificial intelligence for IT operations, (AIOps) for applications enables the automated discovery for performance and event patterns, and detection of the source (or root cause) of performance anomalies for HTTP/S transactions supported by Java and .NET application servers."

In a recent survey of more than 100 IT professionals, we found that the respondents overwhelmingly believe AIOps is the future of IT operations, with increased automation and faster remediation among the key benefits.

With this new approach to IT operations gaining momentum, we identified the top reasons you should consider adopting AIOps for your organization.

Reason #1:

Proliferation of Monitoring Tools Makes Analytics Challenging

New distributed and microservice-style architectures will introduce more complexity and present new monitoring challenges. The use of disparate monitoring tools makes it extremely difficult to obtain end-to-end visibility across the entire business service or application, and it makes it near impossible to be able to quickly correlate and analyze multiple application performance metrics to solve complex emerging problems before they impact end-user experience.

According to Gartner, domain-based monitoring tools provide insight into issues within their own realm, but typically are unable to present a holistic view across a digital service. Infrastructure and operations leaders should use AIOps and digital experience monitoring to deliver a primary, single pane of analysis across all domains underlying the service.

Collecting data is the first step in enabling AIOps, and this data must be collected and correlated from disparate sources in order to be effectively analyzed. Having these end-to-end insights across the entire application stack, from back-end infrastructure to customer behavior and performance, will help you to ensure the optimal customer experience, every time.

Seventy-two percent of IT organizations rely on up to **nine different IT monitoring tools** to support modern applications.

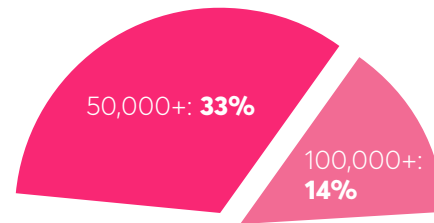
72%

AIOps will help "reduce false positives, build alert correlation and help in identifying root cause without having the tech go to multiple tools."

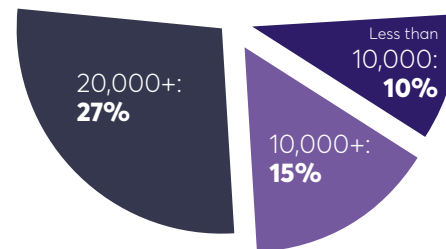
—Arnab Mukhopadhyay, an ITSM professional at the Florida Department of Transportation

Reason #2:

The Sheer Volume of Alerts Is Becoming Unmanageable

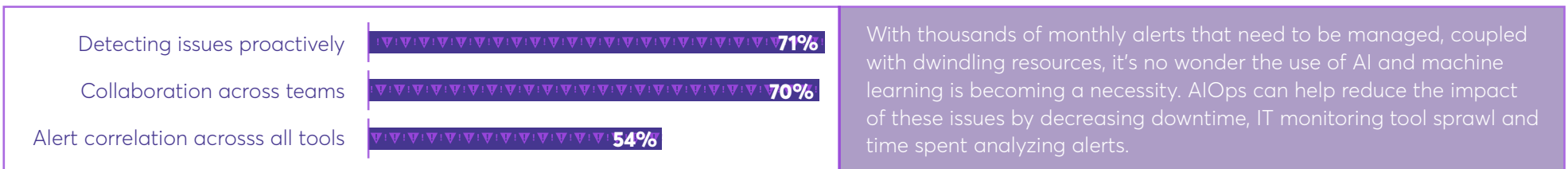


According to the survey, 47 percent experience **over 50,000 alerts** on average per month.



In addition, the top cited monitoring challenges are detecting the issue proactively (71 percent), collaboration across teams (70 percent) and alert correlation across all tools (54 percent).

Top 3 Monitoring Challenges



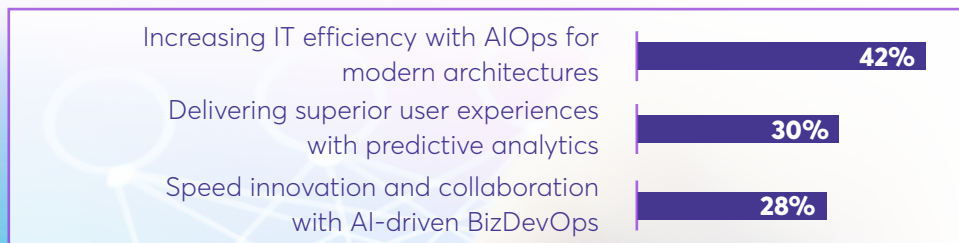
Reason #3:

Delivering Superior User Experiences Requires Predictive Analytics

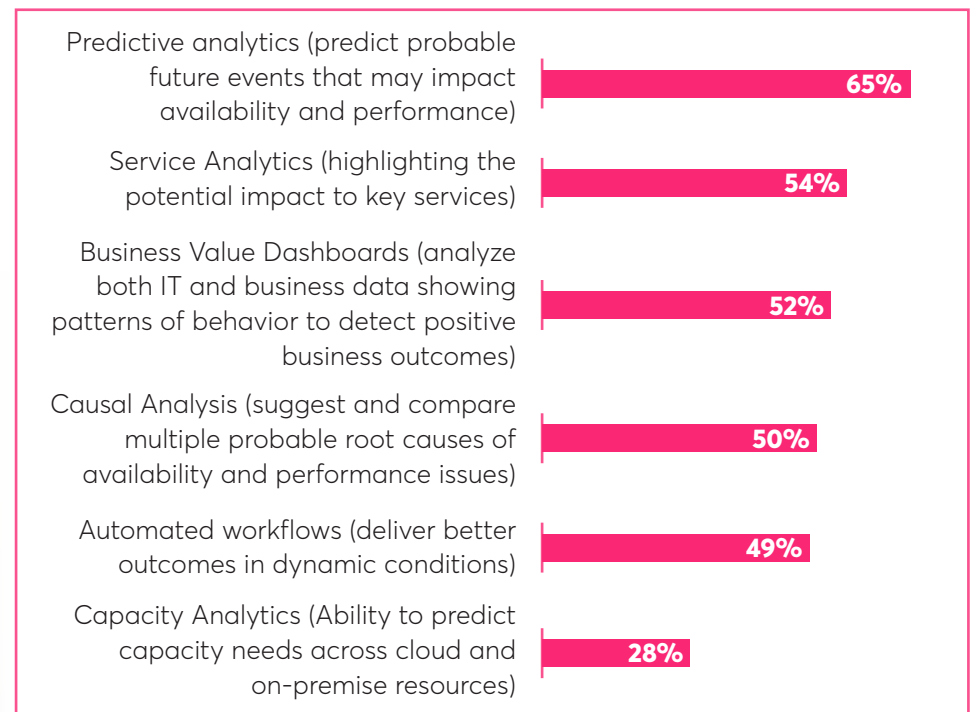
Today, every business is one poor user experience away from a lost customer. Given this, the premium that businesses place on ensuring a superior customer experience is not surprising.

According to the survey, delivering superior user experience with predictive analytics is among the top three most important business outcomes, and as such, predictive analytics is the most sought-after AIOps capability.

Which of the following AIOps related business outcomes is the most important to your organization?



What AIOps capabilities do you see as most important?



AIOps makes complex automated decisions by collecting and analyzing data. By leveraging this data, it can predict probable future events that may impact availability and performance and even proactively remediate those before they become an issue.

These predictive analytics go beyond what is possible by humans alone and help make the case for adopting AIOps.

Reason #4:

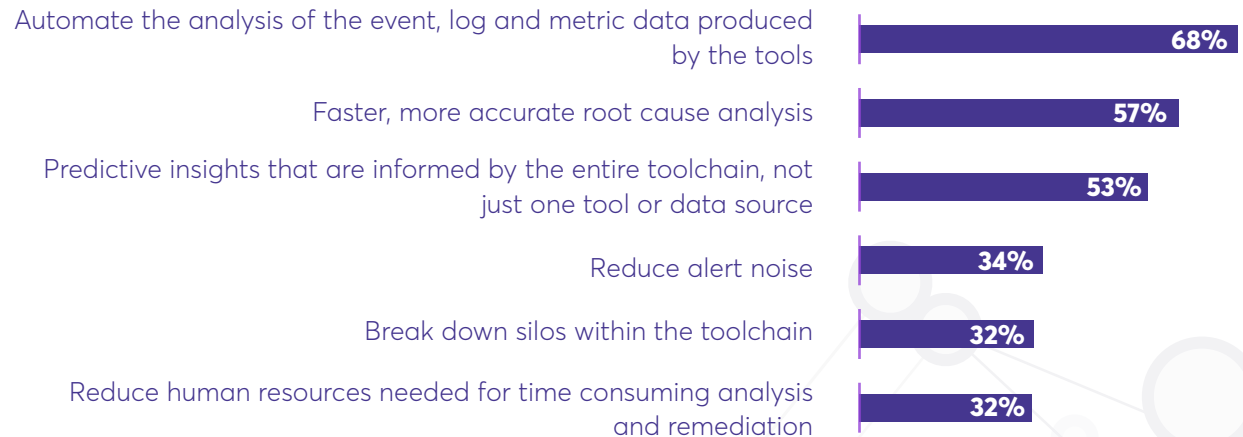
The Expected Benefits of AIOps are Enormous

97%

According to the survey, 97 percent of IT professionals believe that **AIOps will deliver actionable insights** to help automate and enhance overall IT operations functions.

In addition, IT professionals believe AIOps will lead to increased efficiency, faster remediation, improved user experience and reduced operational complexity. This is expected to be largely obtained through the automation capabilities of AIOps, including automation of data analysis and root cause, and predictive insights across the entire toolchain.

How can AIOps and machine learning help increase automation across your toolchain?



Reason #5:

The Future of IT Operations Is AIOps



90%

The overwhelming majority of survey respondents (90 percent) agree that **AIOps is very important for the future of IT operations.**

As monitoring and data analytics challenges mount, AIOps will play a key role in enabling new efficiencies for IT Ops teams.

According to Gartner, by 2023, 30 percent of large enterprises will be using artificial intelligence for IT operations (AIOps) platforms and digital experience monitoring technology exclusively to monitor the nonlegacy segments of their IT estates, up from 2 percent in 2018.²

In addition, 97 percent of executives are investing in building or launching big data and AI initiatives.³

Businesses that want to not only survive but thrive in today's digital economy must consider the use of AI in IT operations. Now is the time to start assessing and implementing AIOps-powered solutions to drive the superior user experiences your customers have come to expect.

"With machine learning to analyze our data, we can proactively be alerted of potential issues, giving us time to react and resolve a larger issue before it happens."

—Joe Scremba, system administrator, Gordon Food Service

To learn more about AIOps and how to get started, check out our **Definitive Guide to AIOps**.



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- 1 Charley Rich and Padraig Byrne, Gartner, "Deliver Cross-Domain Analysis and Visibility With AIOps and Digital Experience Monitoring," July 2018, <https://www.ca.com/us/collateral/industry-analyst-report/gartner-deliver-cross-domain-analysis-and-visibility-with-aiops-and-digital-experience-monitoring.html#thankuContainer>
- 2 Ibid.
- 3 Randy Bean, MIT Sloane Management Review, "How Big Data and AI Are Driving Business Innovation in 2018," February 2018, <https://sloanreview.mit.edu/article/how-big-data-and-ai-are-driving-business-innovation-in-2018/>