

The power of cognitive

*How adoption of IBM Operations Analytics –
Predictive Insights can help reduce major incidents
by up to 95 percent*

IBM

Cognitive capabilities have revolutionized application and infrastructure monitoring. Organizations now have the capability to go far beyond traditional monitoring tools to identify problems not only before they become urgent, but before they even exist.

Powered by IBM Watson® capabilities, IBM cognitive service management solutions are designed to help organizations move from reactive to proactive monitoring. IBM Operations Analytics–Predictive Insights applies advanced machine learning techniques to monitoring data to continuously learn application and infrastructure behavior. Through analytics designed to detect flatlines, significant trends, decreased variance, abnormal bounds and slow growth changes, IBM Operations Analytics–Predictive Insights helps identify potential issues, enabling a critical window to correct them before they can impact service.

These capabilities are helping organizations across all industries proactively identify emerging problems. Read on to find out how IBM Operations Analytics–Predictive Insights helped a large multinational bank headquartered in Europe significantly reduce major incidents.

The need for improved monitoring: From reactive to proactive.

IBM hosts and manages critical business applications for many organizations. These requirements include handling the performance and monitoring of organizations’ applications and infrastructure, and ultimately managing thousands of servers. Recently, a large multinational bank that provides a full range of banking services wanted to improve competitiveness by employing proactive, cognitive performance monitoring tools. To help achieve these goals, the company worked with IBM to implement IBM Operations Analytics–Predictive Insights after a successful proof of concept indicated the solution could help achieve a significant reduction in reaction time to events.

Adoption of Predictive Insights occurred in a phased approach. First a subset of the operations team and a set of application subject matter experts (SMEs) collaborated to review and triage potential anomalies discovered during the proof of concept. A dedicated operations team was established to monitor and investigate all anomalies, building on the experience and processes developed by the first team. Finally, the team established a plan to roll out the use of Predictive Insights to cover all systems in usage, including sensitive internal systems. The phased approach to adoption and integration allowed for discoveries and best practices developed at each stage to be incorporated in the next stages.



Predictive Insights revealed many previously unseen things to the operations team. The incident numbers cover a period of just over a year from when Predictive Insights was adopted fully and operating on production data.

- For the period where Predictive Insights was not used, there were 20+ major incidents
- For the period where Predictive Insights was used, only one major and unavoidable incident occurred

A reduction from 20+ major incidents down to 1, which is a 95 percent reduction, during early stages of adoption gives you an indication of the power of Predictive Insights and the potential of proactive monitoring.

How can Predictive Insights help you?

While traditional monitoring tools can help pinpoint problems to improve mean time to repair, cognitive capabilities can go deeper to improve mean time to know—to locate the root cause of a problem, to determine how it occurred and predict when it might occur again.

Learn how IBM Operations Analytics can help your organization.

Sign up and try it out now:

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