ZERO INCIDENT FRAMEWORK™
Artificial Intelligence in IT Operations (AIOps) is the new normal, and having the right platform makes all the difference – it significantly increases ITOps efficiency, IT engineer productivity, and can save you from the ITOps iceberg!

Designed and architected to address ITOps problems of today & tomorrow, ZIF is the only platform that is powered by true machine learning algorithms that enable adaptability to modern-day IT infrastructure, self-learning, and PROACTIVE IT operations. Leveraging the power of Artificial Intelligence (AI) on telemetry data ingested in real-time, ZIF provides insights, and resolves issues predicted by the platform – resulting in consistent availability of application services whenever the end-user needs them.

ZIF-delivered BUSINESS VALUE

- Minimum 40% reduction in capital expenses
- Minimum 50% reduction in IT operational cost
- 60% faster resolution (MTTR)
- Service availability of 99.99%
- Productivity increase of 80%+ through ZIF bots
- Enhanced user experience measured by User Experience Index (UEI)

Properly designed & implemented AIOps results in minimum...

- Reduction of requests to support departments: 66%
- Shorter mean time to solve the problem: 33%
- Shorter mean time to diagnosis: 35%
- Reduction of incident reported by users: 30%
ZIF GUARANTEES

Observability
ZIF goes way beyond traditional monitoring, to complete observability, by observing behavior patterns, and externalizing the internal state of systems/services/applications. This lends itself to more time for strategic initiatives - critical to the success of Site Reliability Engineering (SRE) in enterprises.

Service Reliability
ZIF has mastered the art of predicting device/application/service failures, and performance degradation. ZIF’s auto-remediation bots can resolve predicted issues to ensure performance as expected & when expected by users. This unique proposition from ZIF gives IT engineers the edge on service reliability of IT assets they are responsible for.

ZIF FEATURE HIGHLIGHTS

Business Outcomes Catalog
ZIF is crafted to deliver business outcomes, and users can choose the desired outcomes from a catalog! ZIF features required to deliver those outcomes will then be deployed.

Single Pane of Action
ZIF can integrate with 100+ tools to ingest static/dynamic data in real-time via the ZIF Universal Connector - a low code component with reusable templatized dataflows. This provides a 360° unified view across the IT enterprise, saving a LOT of time for IT engineers.

Intelligence - Predictive Analytics
ZIF’s algorithms forecast incidents based on their knowledge of trends & incident symptoms - gained by analyzing tons of historic data. ZIF then generates opportunity cards a minimum of 60 minutes in advance, along with suggested proactive remedial measures, giving IT engineers a lead time to fix issues before they strike.

Intelligence - Alert Correlation
by ZIF’s high-performance correlation engine
Challenges for Traditional ITOps
🌟 IT engineers overwhelmed by deluge of alerts
🌟 80% of time spent in identifying problem statements
🌟 Billions of dollars lost by enterprises due to such inefficiencies

The ZIF Solution
🌟 Millions of patterns self-learnt by the platform from historical data are processed

Visibility – Agentless Auto-Discovery of IT assets and applications
ZIF delivers a dynamic enterprise blueprint by identifying all IP assets in the enterprise in real-time, and plotting the physical and logical topologies. This empowers IT engineers with a very detailed view of connections and inter-dependencies for every asset, and in-depth insights into workload metrics that can be utilized for deep analytics.
Visibility – Cloud Monitoring
eliminates dependence on native cloud monitoring tools
ZIF can connect directly to Azure, AWS & Google Cloud, and also ingest data from the provider-provided monitoring tools, to derive data-driven insights - promoting informed decision-making, and hence better application availability for end-users.

Optimization – Beyond Insights to remediation and autonomous IT operations
ZIF has 250+ automation bots that can be deployed to fast-track the resolution process by a minimum of 90%, resulting in increased uptime of applications, and better revenue for the enterprise. Dynamic Resource Allocation, Automated Phishing Control based on threat score are examples of ZIF bots.

Zero Incident Framework™ | Predictive & Autonomous IT Operations

Agentless Auto-Discovery
- Application Discovery
- Physical topology
- Logical topology

Agentless Monitoring
- Cloud (Azure, AWS, GCP)
- Microservices
- Container / Kubernetes
- Infra / DB / Network
- Service / Process / URL
- Application / Synthetic
- USB / COM / Printer

Correlation & Noise Reduction
- False Positives
- Root Cause Analysis
- Pattern based threshold
- Anomaly detection
- Tech Bot
- 3rd party tools integration

Predictive Analytics
- Forecast Utilization
- Predict device failures
- Predict app failures
- Predict performance degradation

Automation
- 250+ prebuilt ITA bots across application, infra, DB, network & security
- Chatbot integration

VISIBILITY
MONITOR
ANALYZE
PREDICT
REMEDiate

Transforming IT Operation Management with One Unified Platform

... have implemented their AIOps platform ZIF within HDFC for monitoring of our all infrastructure (Server, Storage, Network devices). They have recently implemented Physical Discovery to improve the capability of Analysis and APM for enhancing the reliability of HDFC applications in the last few months. We are pleased by the platform implementation and the benefits it provides. ZIF was able to detect and predict close to 95% of high priority P1 incidents in advance, and proactively creates tickets. It has reduced the high priority P1 incidents by 25% in the last six months, and our IT operations team can spend their time in managing other projects.

Sankaranarayan R
Sr.GM - Information Technology, HDFC Ltd

ZIF™, Zero Incident Framework™, and Zero Incident Enterprise™ are registered trademarks of GAVS Technologies.

GAVS Technologies is focused on automation-led digital transformation services. GAVS’ IP led solution, Zero Incident Framework™ is an AIOps solution that enables organizations to trend towards a Zero Incident Enterprise™.

For more information on how GAVS can help solve your business problems, write to inquiry@gavstech.com

www.gavstech.com