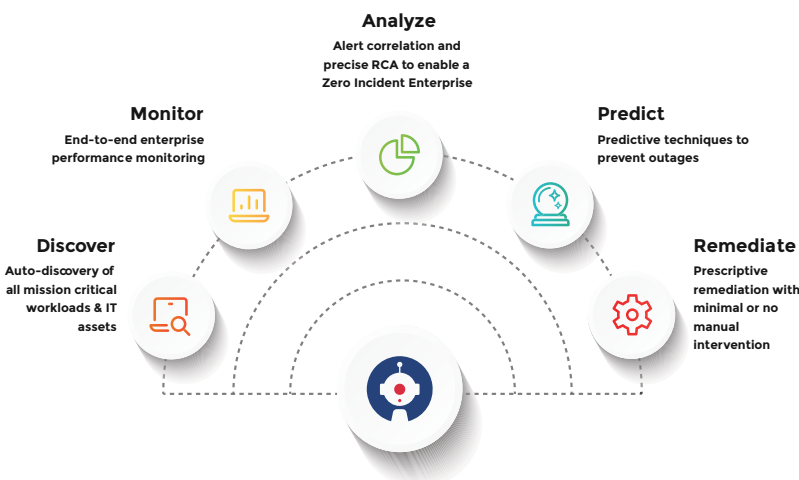# AIOps Managed Services

Future-proof your IT infrastructure with AI-led IT Operations and Managed Infrastructure Services using AIOps Platform Zero Incident Framework™ (ZIF™), and experience significant business outcomes.

gslab | GAVS

AIOps-led Offerings

ZIF™ for IT Operations

ZIF™ drives accelerated business value through Intelligent Prediction and Intelligent Automation. ZIF™ uses unsupervised pattern-based machine learning to filter out noise, detect anomalies, correlate events, analyze root cause, predict incidents, and self-remediate, to facilitate a robust IT Infrastructure that ensures availability and reliability of critical infrastructure and user applications.

Analyze
Alert correlation and precise RCA to enable a Zero Incident Enterprise

Monitor
End-to-end enterprise performance monitoring

Predict
Predictive techniques to prevent outages

Discover
Auto-discovery of all mission critical workloads & IT assets

Remediate
Prescriptive remediation with minimal or no manual intervention

ZIF™ for Digital Service Desk

Give your Service Desk a complete makeover with Omni-Channel Support that is backed by experience in industry practices and processes, Predictive & Prescriptive Analytics, AI-based Voice Assistants & Chatbots, Process Workflow Automation and the Virtual Supervisor.
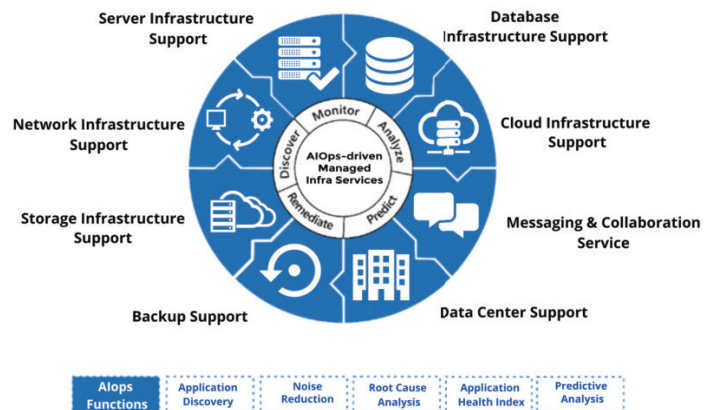
Data Center as a Service (DCaaS)

Accelerate strategic initiatives and focus on business goals, using pooled private cloud resources, Hyperconverged Infrastructure and Software-Defined solutions designed specifically for your needs, to deliver flexibility and agility. Furthermore, our AIOps-based Zero Incident Framework™ helps you achieve increased service reliability & minimized operating costs.

Experience over 40% in OpEx savings & 30% savings over public cloud options, while making a seamless transition from a CapEx-heavy to a Pay-as-you-go model.

Managed Infra Services

Improve UX by 10X and reduce resource utilization by at least 40% by leveraging our SMART tools and the ZIF™ Platform.

Server Infrastructure Support

Database Infrastructure Support

Network Infrastructure Support

Cloud Infrastructure Support

AIOps-driven Managed Infra Services

Monitor · Analyze · Predict · Remediate · Discover

Storage Infrastructure Support

Messaging & Collaboration Service

Backup Support

Data Center Support

| AIOps Functions | Application Discovery | Noise Reduction | Root Cause Analysis | Application Health Index | Predictive Analysis |

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ZIF^{TM} Business Outcomes

- 40% reduction in capital expenses for enterprises investing in discovery/monitoring/automation or AIOps tools

- 50% reduction in overall IT operational costs, by proactive incident deduction/remediation and unified monitoring

- 95% increased availability of business services by proactive detection of business services impact

- At least 60% reduction in MTTR on incidents

- Minimum 60% increase in productivity and reduction of defects to zero, through deployment of bots

Awards & Recognitions
for ZIF^{TM} & Infra Services

- 2020 BIG Innovation Award by the Business Intelligence Group

- Featured as Prominent Player in the global AIOps market, by Market Research Explore

- Stevie Award in the 2020 American Business Awards in the 'Best Technical Support Solution – Computer Technologies' category

- Recognized by Gartner as a Vendor Leveraging Intelligent Automation

- Major Contender in Everest Group's IT Infrastructure Services Automation – Market Trends and Services PEAK Matrix™ Assessment

Client Speak

... 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