ZIF™

AIOps Platform for Accelerated Business Outcomes

GAVS

Known Issues

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!

Unknown Issues

Properly designed & implemented AIOps results in minimum...

↓ **66%**
Reduction of requests to support departments

↓ **33%**
Shorter mean time to solve the problem

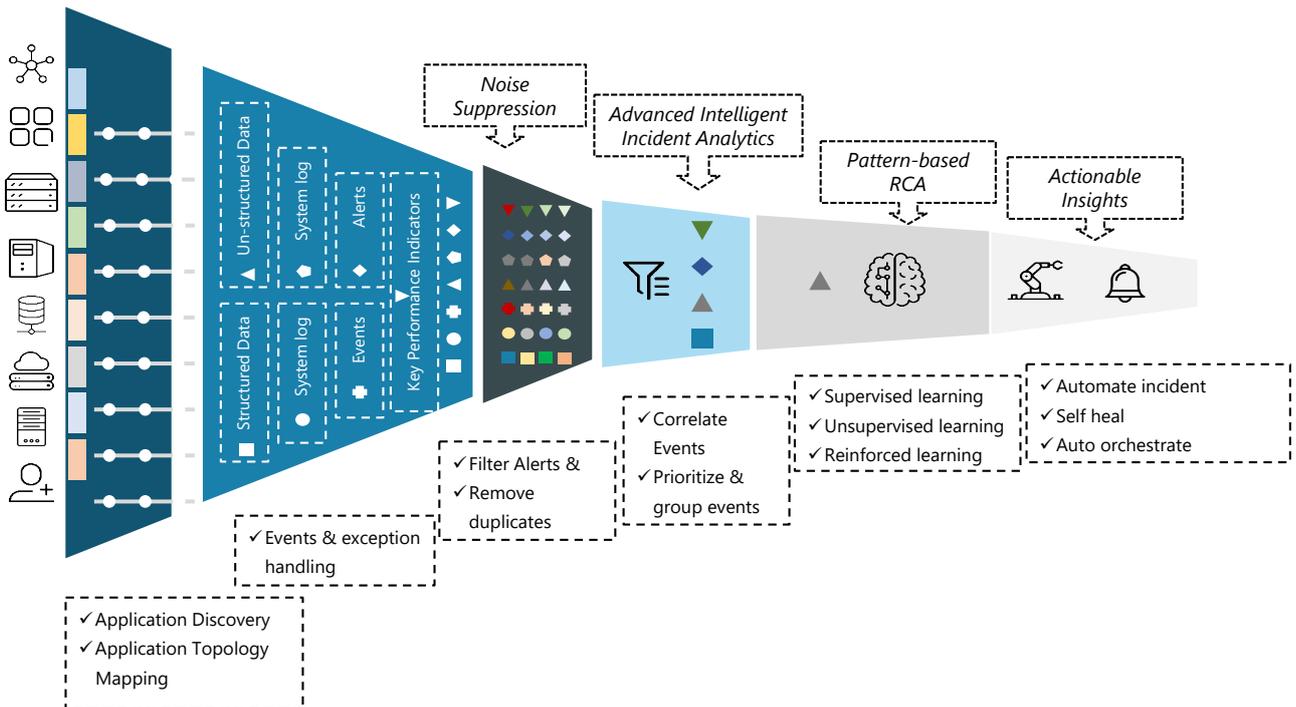↓ **35%**
Shorter mean time to diagnosis

↓ **30%**
Reduction of incident reported by users

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

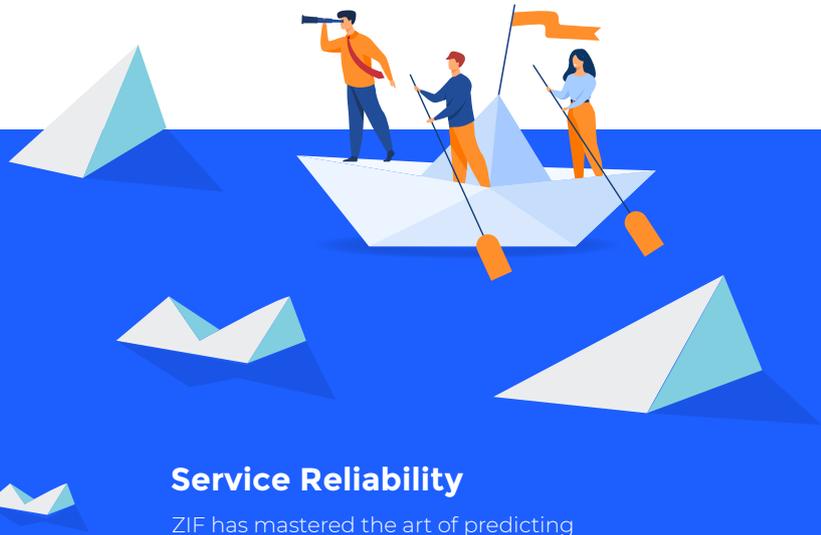☆ Enhanced user experience measured by **User Experience Index (UEI)**

Noise Suppression

Advanced Intelligent Incident Analytics

Pattern-based RCA

Actionable Insights

Un-structured Data
System log
Alerts
Key Performance Indicators
Structured Data
System log
Events

✓ Supervised learning
✓ Unsupervised learning
✓ Reinforced learning

✓ Automate incident
✓ Self heal
✓ Auto orchestrate

✓ Correlate Events
✓ Prioritize & group events

✓ Filter Alerts &
✓ Remove duplicates

✓ Events & exception handling

✓ Application Discovery
✓ Application Topology Mapping

DISCOVER | **MONITOR** | **ANALYZE** | **LEARN** | **PREDICT** | **ACT/FIX**

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 Availability

Unsupervised machine learning algorithms coupled with the right metrics collected from the environment help ZIF learn device/application usage patterns, and to predict potential downtime. **With 95%+ accuracy in predictions, ZIF achieves 99.99% availability**.

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 - 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
- ☆ Knowledge gained is used to create cases by correlating real-time alerts/events
- ☆ AI helps determine probable root cause for each of these cases within seconds
- ☆ Drastic improvement in MTTR and productivity of IT engineers, resulting in better revenue

Intelligence - Predictive Analytics on ingested utilization data by unsupervised ML algorithms

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.

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.
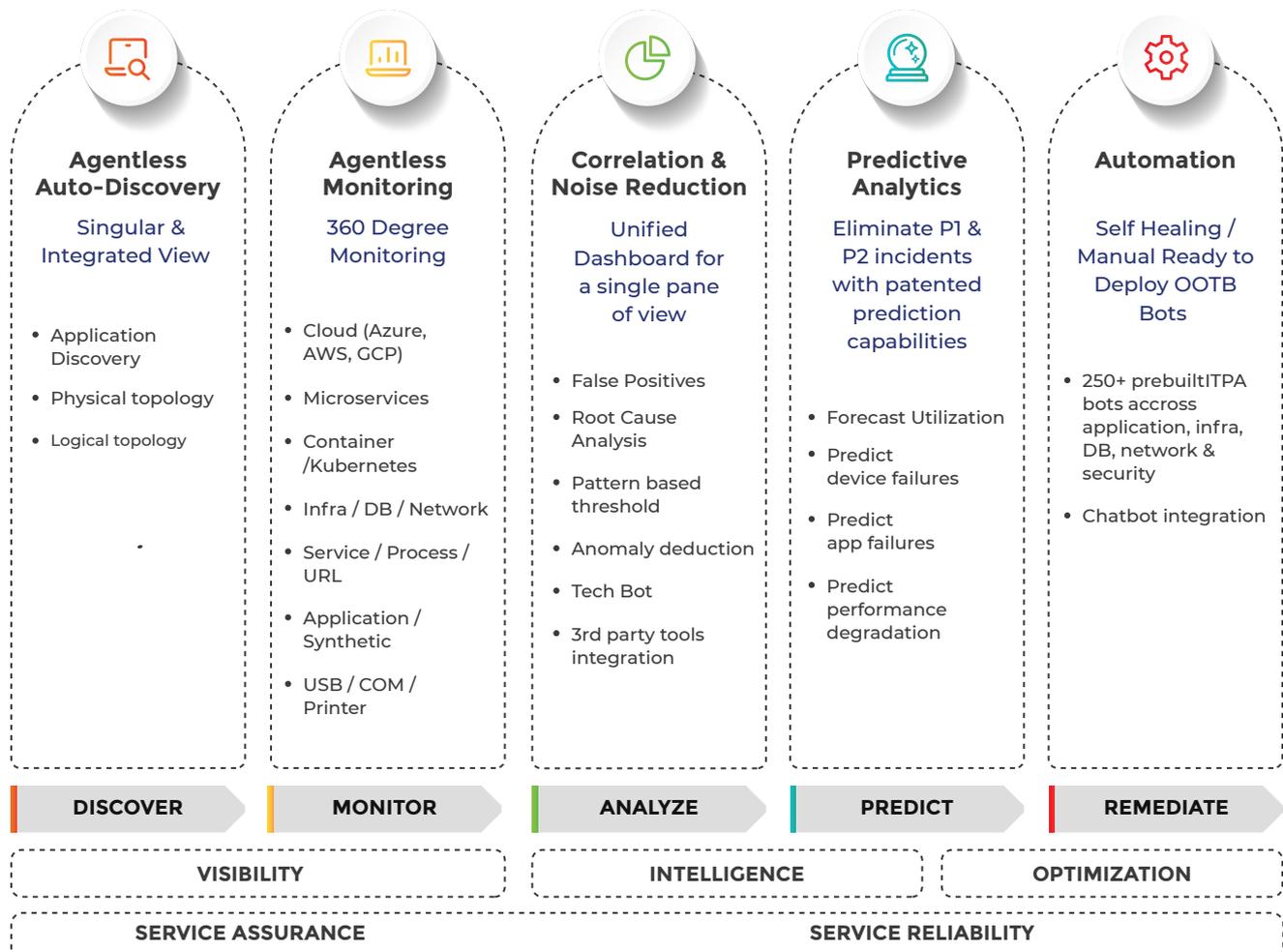
Visibility – Cloud Monitoring eliminates dependence on native cloud monitoring tools

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.

ZIF | Predictive & Autonomous IT Operations

Agentless Auto-Discovery
Singular & Integrated View

- Application Discovery
- Physical topology
- Logical topology

.

Agentless Monitoring
360 Degree Monitoring

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

Correlation & Noise Reduction
Unified Dashboard for a single pane of view

- False Positives
- Root Cause Analysis
- Pattern based threshold
- Anomaly deduction
- Tech Bot
- 3rd party tools integration

Predictive Analytics
Eliminate P1 & P2 incidents with patented prediction capabilities

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

Automation
Self Healing / Manual Ready to Deploy OOTB Bots

- 250+ prebuiltITPA bots accross application, infra, DB, network & security
- Chatbot integration

| DISCOVER | MONITOR | ANALYZE | PREDICT | REMEDIATE |

| VISIBILITY | INTELLIGENCE | OPTIMIZATION |

| SERVICE ASSURANCE | SERVICE RELIABILITY |

Customer Success Stories

#1

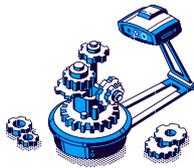**New - age ServiceDesk for a Leading Public Relations Firm spread across 67 locations**

- ❖ Next generation digital service desk solution
- ❖ Virtual supervisor for automated triage
- ❖ Self help and resolution pushed through BOTS
- ❖ Integrated view of the ticket queue

Before	After
10,000+ tickets per month	Reduced to 6,000 through Automation
30+ member team	18 member team
FCR less than 55%	>95% FCR
Poor user experience	Enhanced Millennial user experience
Driven by legacy IT Metrics	Driven by Business aligned metrics
High operating cost	Cost reduced by ~40%

#2

AI led Infrastructure Management solution for largest manufacturer of household cleaning supplies

- ❖ End-to-end monitoring and AI-led command center
- ❖ Elimination of redundant tools
- ❖ Predictive Analytics, Automation
- ❖ Elimination of device/service up/down related

Before	After
20+ diverse tools with high operating cost	Majority replaced by ZIF-AIOps platform
~29,000 raw alerts and ~4000 incidents per month	97% reduction in noise alerts
30+ L0/L1 team	12 - member team
Reactive approach with 58% backlog tickets	Proactive approach with prediction & capacity mgmt.
Alert fatigue and operational errors	Driven by Automation & Analytics
High operating cost	Cost savings of 1M$ through FTE & tools

#3

Business Transformation for a Leading Mortgage Service Provider in Texas, US

- ❖ Cloud-based remote Global Command Centre
- ❖ Predictive Analytics, Automation
- ❖ End-to-end monitoring and AI-led command center

Before	After
~7000 Alerts & Incidents per Month	~4000 Alerts & Incidents per Month
20+ L0/L1 team	11 member L0/L1 team
High cycle time to detect root causes for P1/P2	More than 40% reduction in the time taken to detect root causes for P1/P2 through ZIF driven event correlation
Alert fatigue and operational errors	Driven by Automation & Analytics
High operating cost	~50% reduction in CAPEX through tools rationalization and ~30% reduction in overall cost of IT Operations

GAVS

GAVS is an AI company focused on enabling Enterprise Digital Transformation. Our solutions & services are led by AI/ML, Automation, Cloud, Big Data, and Analytics. Guided by the dual mandate of business alignment and cost effectiveness, we empower organizations to transform their operations and accelerate business outcomes with our proprietary AI products and platforms. We bring years of rich experience & expertise in diverse industry verticals, with special focus on Healthcare.

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

www.gavstech.com

Experience ZIF™

www.zif.ai