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AIOps : The Way to Zero Touch Operations

OBS1610B

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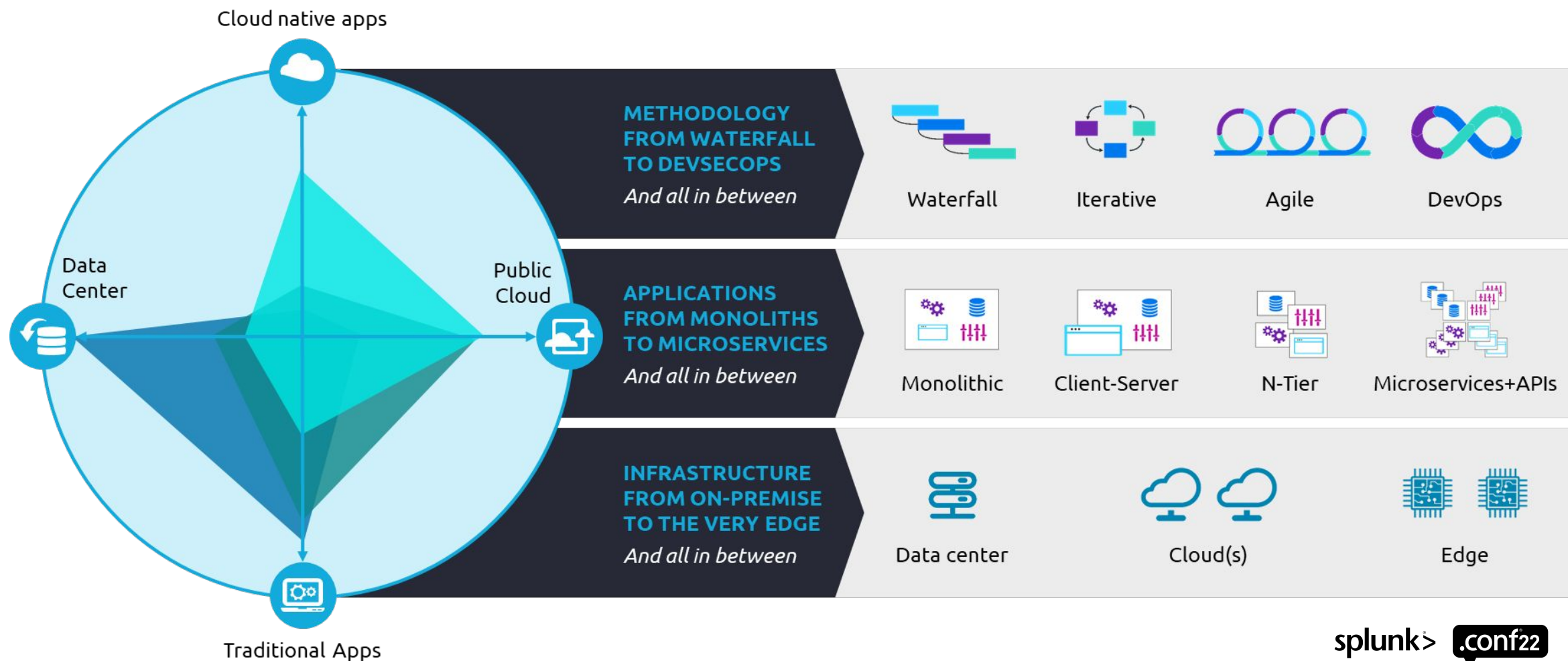
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AIOps : The way to zero touch operations

Want to learn how the usage of Splunk® Observability solutions can drive end-to-end automation in a complex MSP environment? The diversity of customers, the multiplicity of regulations and the heterogeneity of existing tooling is no more an excuse for not getting the right level of auto-heal.

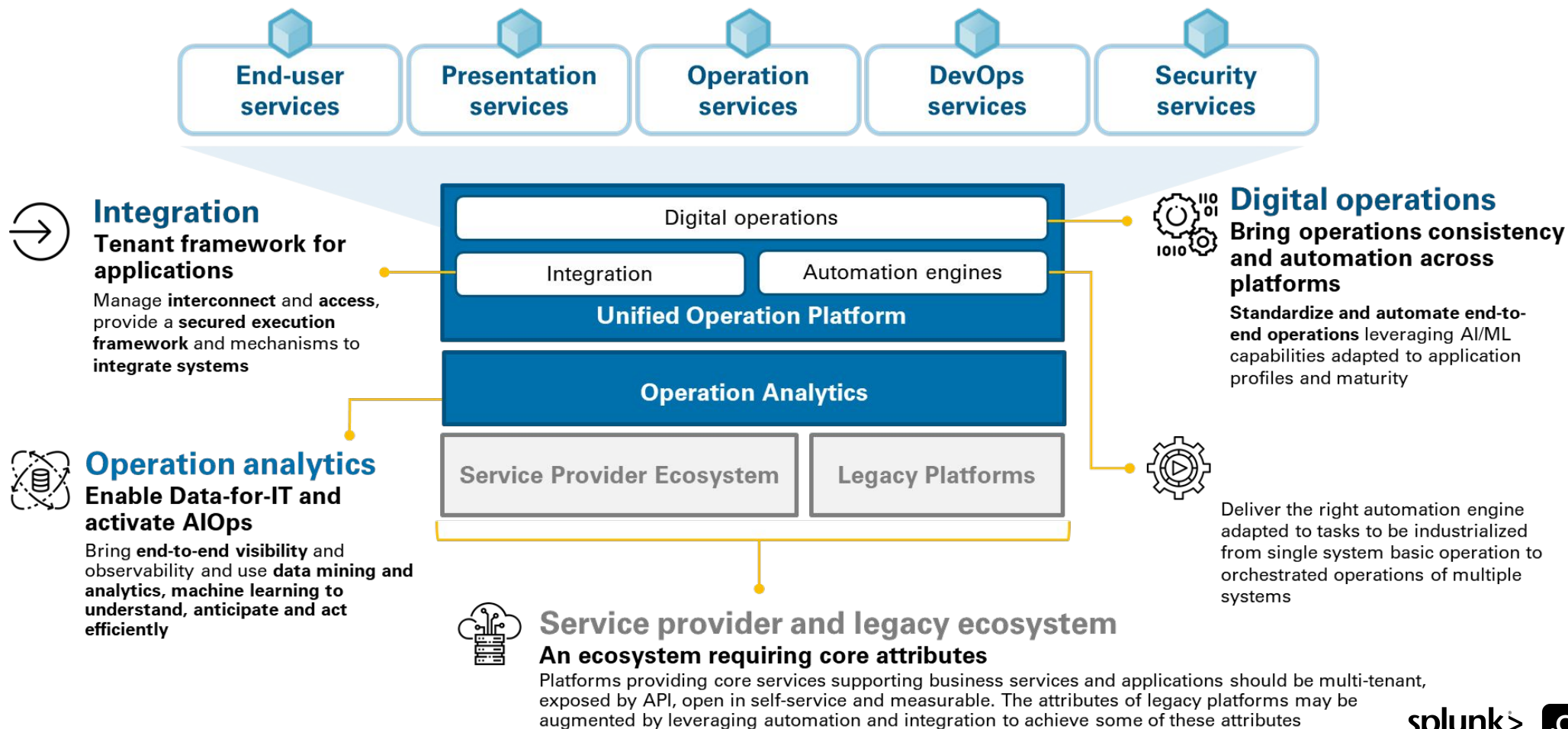
Our Mission

Managing all states in a large IT system with automation by design



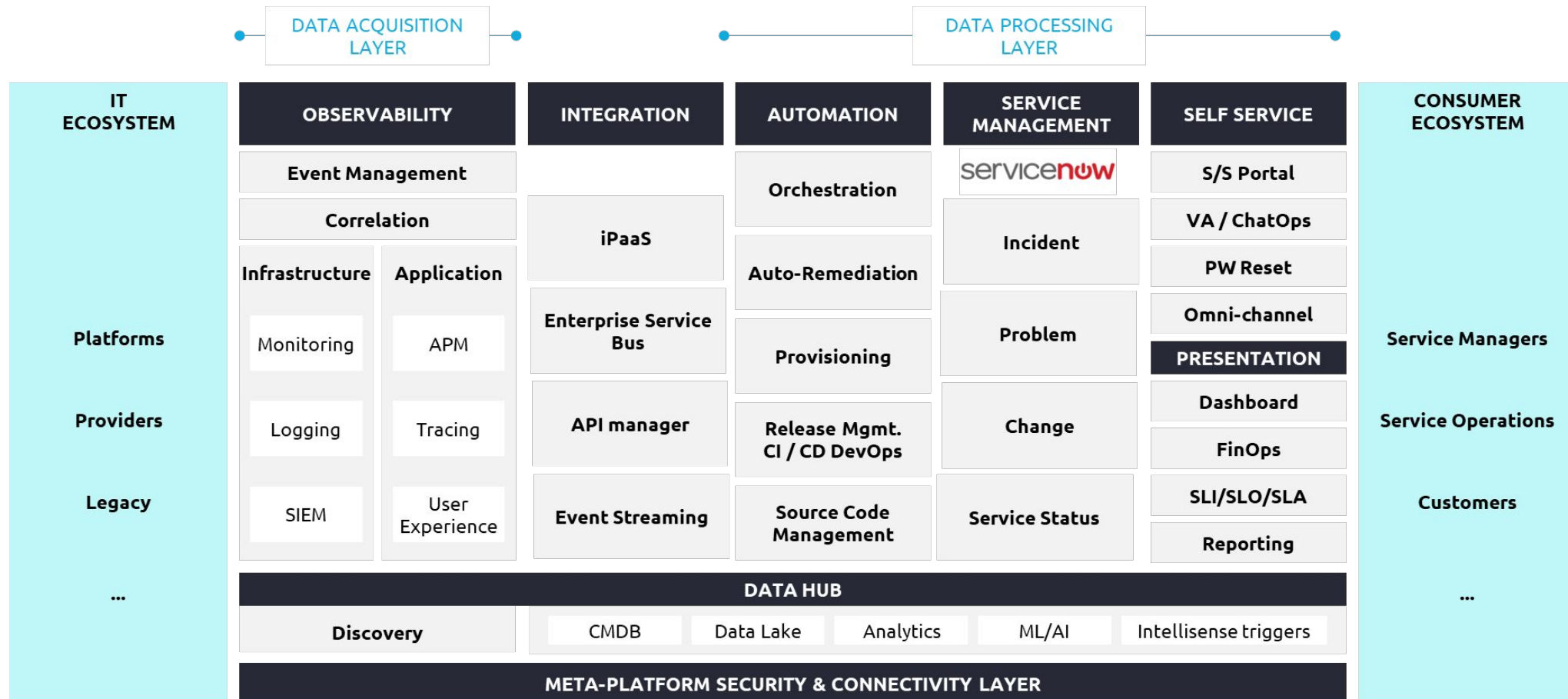
The complexity

Multiple customers, multiple regulations, huge volume of data and complex integrations



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Observability, core component of digital operation



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Using the added value of Splunk

01 Event Correlations

Event suppression and Deduplication

02 Monitoring and Visualization

Actionable insight for Operations Team

03 Exploratory Data Analysis

Data powered continuous improvement



04 Dynamic Thresholding

Moving from capacity-driven alerts to performance-based alerts

05 Root Cause Analysis

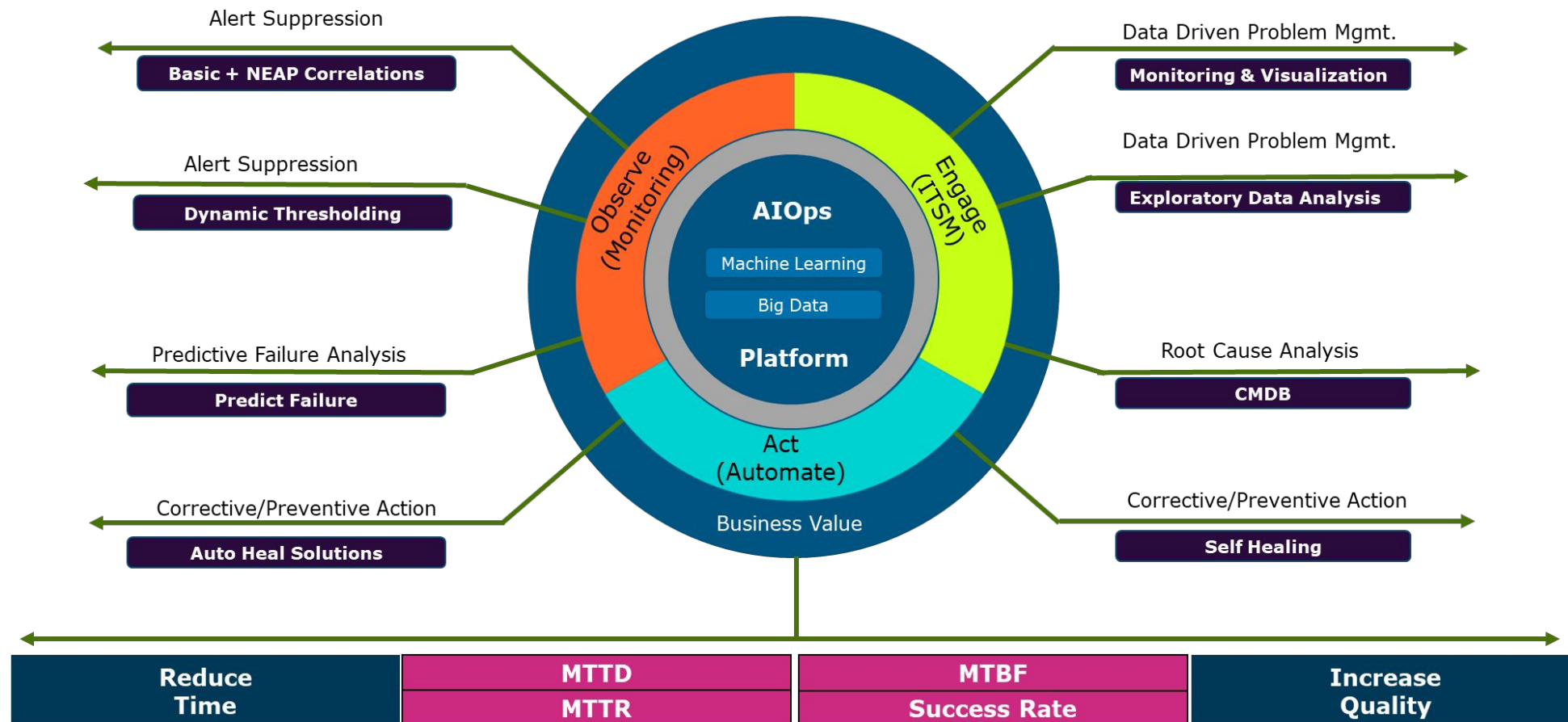
Leverage CMDB relationship in suppression logic

06 Predictive Failure Analysis

Impending failures

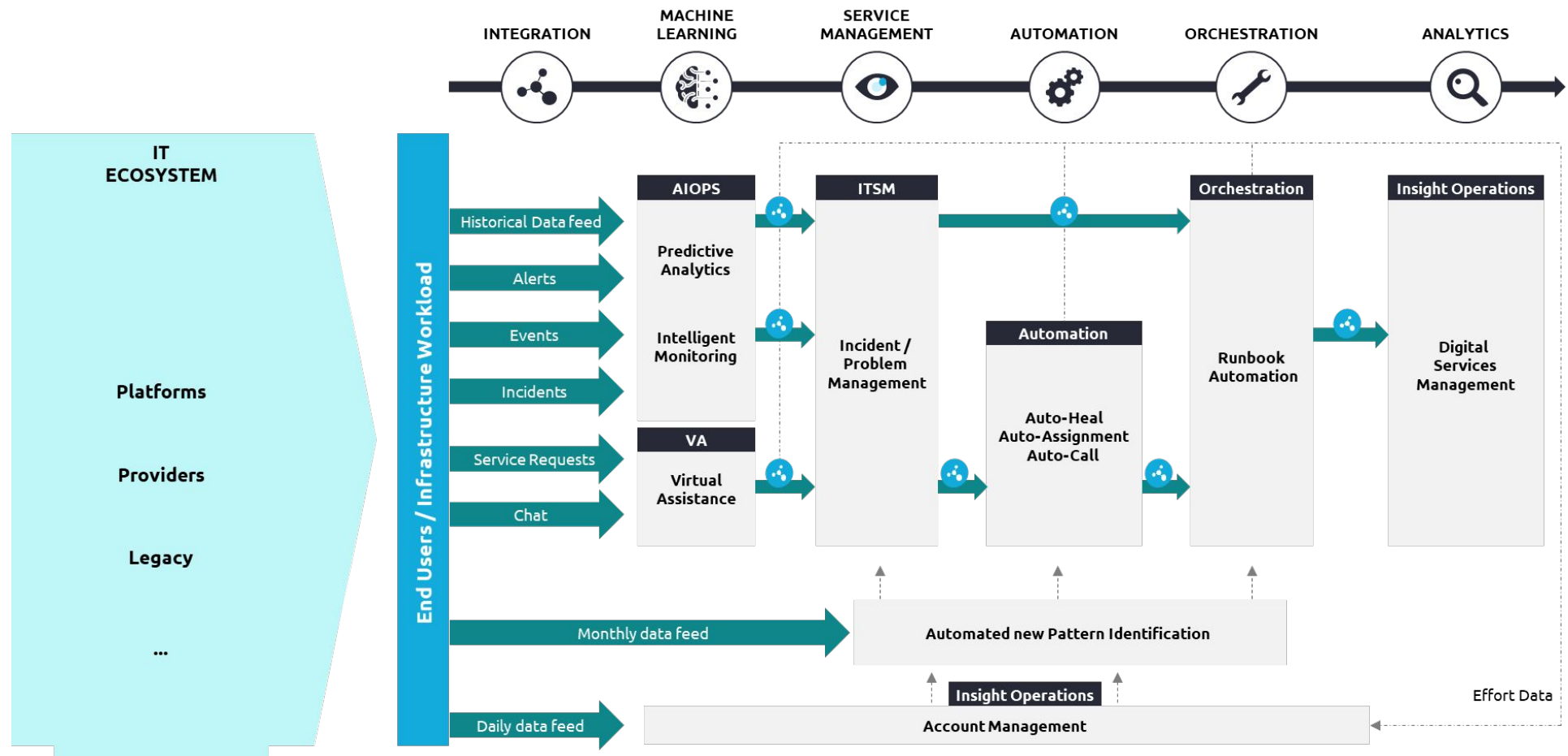
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Using the added value of Splunk



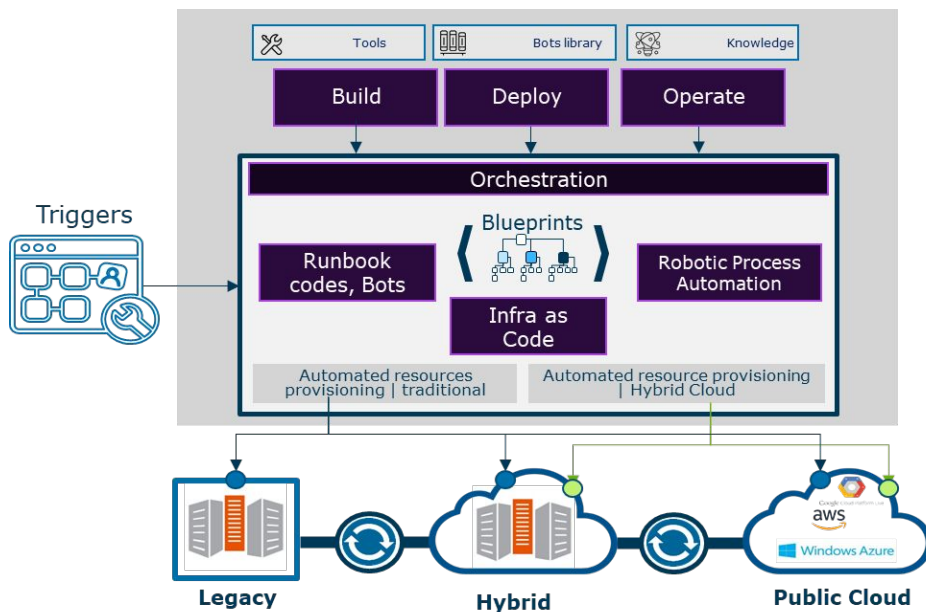
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Vision of the use case



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What we've done so far



160000 + Incidents per Months

80% First Time Fix

Incident/CI reduced by 40%

Auto Heal improved by 30%

Thank You

