BCX

AIOps:
THE PRESENT AND FUTURE OF YOUR VISIBLE DIGITAL BUSINESS.

THE SCENARIO

Online activity has increased in a way not seen before in South Africa from a private and business use point of view, bringing to light a need for business to optimise their IT Operations administration.[1]

As AIOps gains more momentum as a best-fit technology that gives organisations a competitive advantage through evolving their IT Operational management when it comes to setting this in motion many businesses have questions around how best to grow their IT estate further.

Q:
So, I have implemented AIOps in my business, what's next?

A:
While there is no one size fits all approach to building an AIOps enabled IT environment for your business, there are a few practical considerations to pay attention to when looking to do so:

TOP 5 EXPERT TIPS
TO IMPLEMENT AND BUILD SCALABLE AIOps IN YOUR BUSINESS.

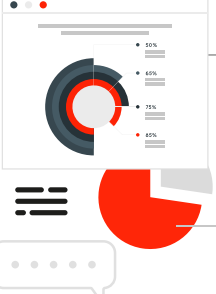### 1 TRANSFORMING ISOLATED DATA INTO CONSOLIDATED CONTEXTUAL INSIGHTS
To be useful, data needs to be visualised and analysed in context – enabling you to act upon insights derived from the data more efficiently and effectively.[2]

2 ANALYSING DATA ACROSS SEPARATE DOMAINS TO INCREASE OPERATIONAL EFFICIENCIES
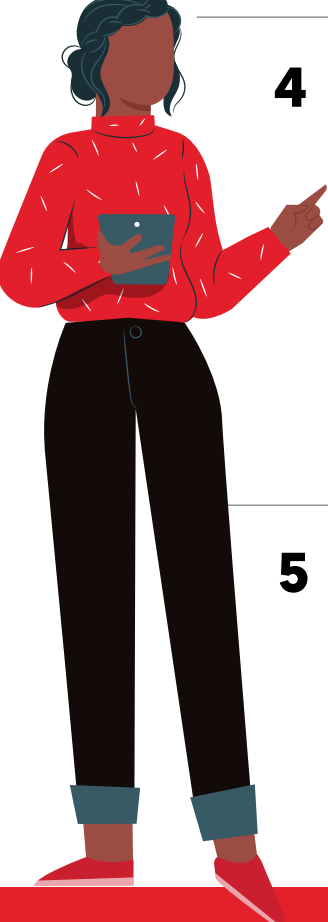Data sharing and faster analysis across IT domains increase productivity and efficiencies for everyone, enhancing business outcomes.[3]

3 USING PROACTIVE INSIGHTS TO SHIFT YOUR IT ESTATE FROM (A) RECOVERY TO AN AVOIDANCE MODEL
Potential problems or abnormal trends can be identified early enough to remediate issues before they impact the business.[4]

4 USE AIOps AUTOMATION CAPABILITIES TO ENABLE A SELF-HEALING IT SYSTEM
It is best to plan and structure your AIOps execution starting with simple, but business impactful outcomes and working up to more complex actions. Your IT Operations can be shifted so that your personnel no longer have to handle routine matters, manage policies, or resolve the majority of issues that arise: complete with workflow automation under the auspices of AIOps.[5]

5 PRIORITISING INVESTMENTS THAT OPTIMISE ROI
Managing enterprise IT operations requires a constant balancing act between competing necessities that include business operational costs, minimising expenditure and maximising innovation.[6]

For more information on our AIOps solution, contact your Account Manager or send an email to **ITS@bcx.co.za**

[1] https://www.itweb.co.za/content/kYbe9MXDkrGMAWpG
[2] https://www.cio.com/article/3572370/5-keys-to-building-an-aiops-powerhouse.html
[3] https://www.cio.com/article/3572370/5-keys-to-building-an-aiops-powerhouse.html
[4] https://www.cio.com/article/3572370/5-keys-to-building-an-aiops-powerhouse.html
[5] https://www.cio.com/article/3572370/5-keys-to-building-an-aiops-powerhouse.html
[6] https://www.cio.com/article/3572370/5-keys-to-building-an-aiops-powerhouse.html