

Service Predictive Analytics

Free PoC \*



IT Services Compliance

Related to IT Configuration

## Automated end-to-end pro-active Health Check including Design Review

### Key Objective

is to **avoid pro-actively future incidents** like performance issues, access / data loss and outages of IT Services. This is essential for the maintenance of IT Services in order to ensure business continuity and resilience.

### Challenge

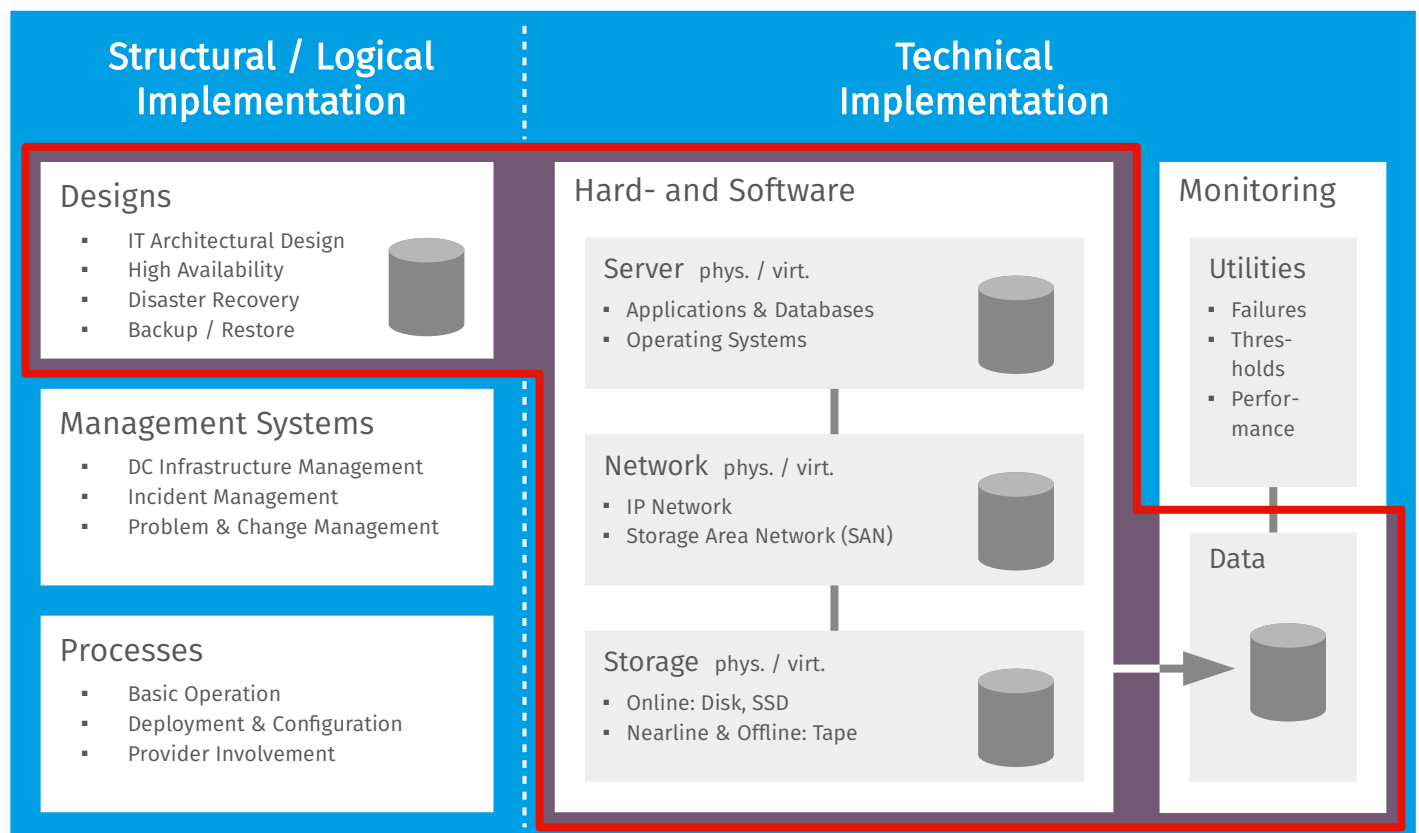
is to **analyze hardware / software configuration data, log data and monitoring / performance data**, to put them into a causal correlation and to check them against:


- Market and vendor best practices
- Cross-resource interoperability and configuration specifications
- State-of-the-art IT designs: Architectural, High Availability, Disaster Recovery and Backup / Restore.

### Pitfalls

- Monitoring utilities are checking thresholds and single failures, but not causal correlations
- Difficulties to check mutual interference of resources
- Vendor's support is allowed to check there own resources only, which often leads to 'finger-pointing'.

## Addressed IT Services Area



 HW / SW configuration data, log data, monitoring / performance data

\* One time Proof of Concept (PoC) for development and test environments free of charge.

# Our Methodology

## Phase 1 - Planning

One time effort

- Introduction / explanation of concept
- Installation and configuration of KnowledgeRiver software product(s).



## Phase 2 - Data Collection

**DC360Octopus** – The Data Collector

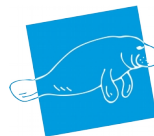
- Automated and agentless collection of HW / SW configuration data, log data and monitoring / performance data.
- Free of charge standalone version or DC360Manatee integrated.



## Phase 3 - Analysis

**DC360Dolphin** – The Analyst

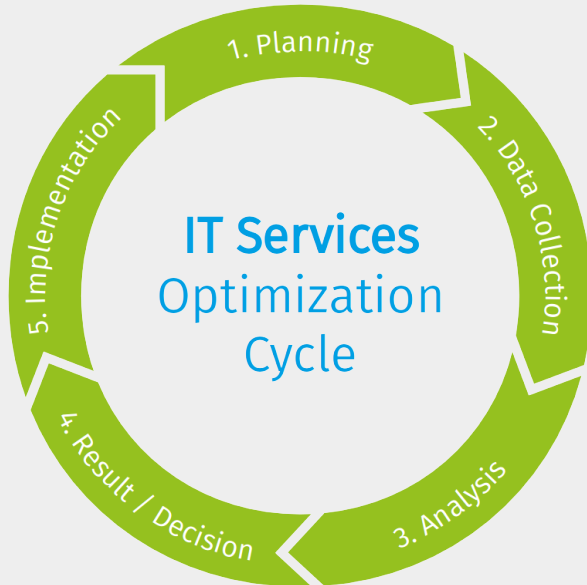
1. Homogenization of collected data
2. Analysis: Check against best practices, interoperability and design specifications
3. Prioritized recommendation report including change instructions and references.



## Phase 4 - Result / Decision

**DC360Manatee** – The Visualizer

- Report management, visualization and compare between reports
- Compilation of data history
- DC360Octopus already integrated
- Optionally integration of DC360Dolphin.



## Phase 5 - Implementation

Change implementation by

- KnowledgeRiver team or
- IT Services operation team or
- Combination of both teams.

# Customer's Benefits



**Cost Reduction**

**20% cost decrease** referring to DC, Operations & Networks



**Safety Maximization**

**80% reliability increase** compared to today's base line



**Time Saving**

**pro-active operation** instead of reactive mode



**Quality Increase**

**monitoring + analyzing** instead of monitoring only

