

# AIOps from Broadcom

## Achieve Operational Excellence and Improve Digital Experiences

### Key Benefits

- **Boost service levels:** Harness algorithmic root cause analytics along with intelligent automation to automatically identify and remediate issues.
- **Enhance operational efficiency:** Eliminate manual efforts, streamline workflows, enhance collaboration, and converge full-stack monitoring with intelligence and automation to establish operational excellence.
- **Enhanced digital agility:** Improve the site reliability and speed of your DevOps project.

### Success Story

One of the world's largest telecom providers is transforming the in-store experience with a customer-centric mobile app that optimizes the activities of its 25,000 retail associates. But the business faced difficulty in gaining real time insight into the customer journey so that they could improve the overall digital experience for the mobile app that they had developed.

AIOps from Broadcom brought true insights into the in-store customer experience. With AIOps, executives were able to understand if a store was having network issues and how those issues impacted customers. AIOps provided insight into every crash, where it was occurring, why, and if it was blocking the customer journey, or causing pain and slowness. The business is now able to fully understand how the app design impacts the customer experience and to resolve issues earlier in the development lifecycle.

### Overview

For businesses today, delivering optimized, high-value digital experiences is not just important, it is a matter of survival. Consequently, the pressures on IT teams continue to mount. IT teams work under this pressure while they strive to track and manage service levels and contend with the increasingly dynamic, hybrid and distributed nature of their IT digital environments.

To meet the rising challenges, operations teams need AIOps from Broadcom. This solution enables IT teams to converge full-stack monitoring across the digital environment with intelligence and automation. With AIOps, teams establish proactive, automated remediation capabilities that fuel superior user experiences, while offering fundamental breakthroughs in operational efficiency.

### Business Challenges

The quality of service levels that businesses deliver through their digital channels is now a make-or-break competitive factor. Customers predominantly interact with businesses through digital channels, and that experience is what distinguishes one business from the next. Employees need to be able to do their jobs from anywhere, with dependable, performance access. Organizations serve a user and customer base with increasingly stringent expectations. Therefore, downtime, or even slow performance, can deliver a significant hit to an organization's reputation, revenues and employee productivity.

However, while it seems delivering optimized service levels only continues to get more critical, meeting this objective only continues to get more challenging. IT teams are tasked with managing traditional on-premises systems and dynamic new technologies, including containers and serverless, cloud, virtual, and software-defined components.

Plus, IT teams have to contend with explosive growth in the volume, variety, and velocity of operational data associated with multi-cloud, microservices, and IoT environments. Compounding matters is the fact that these teams have tended to deploy operations monitoring and automation in a siloed, opportunistic fashion. Ultimately, these point monitoring and automation tools are ineffective and inefficient in managing modern environments.

## Enterprise Software from Broadcom

AIOps is a key part of Enterprise Software from Broadcom. AIOps connects business and technology functions together to accelerate decision-making across multiple business and technology domains that support digital transformation initiatives.

Broadcom delivers AIOps, DevOps, and ValueOps solutions providing continuous feedback loops that align technology outputs to business outcomes.

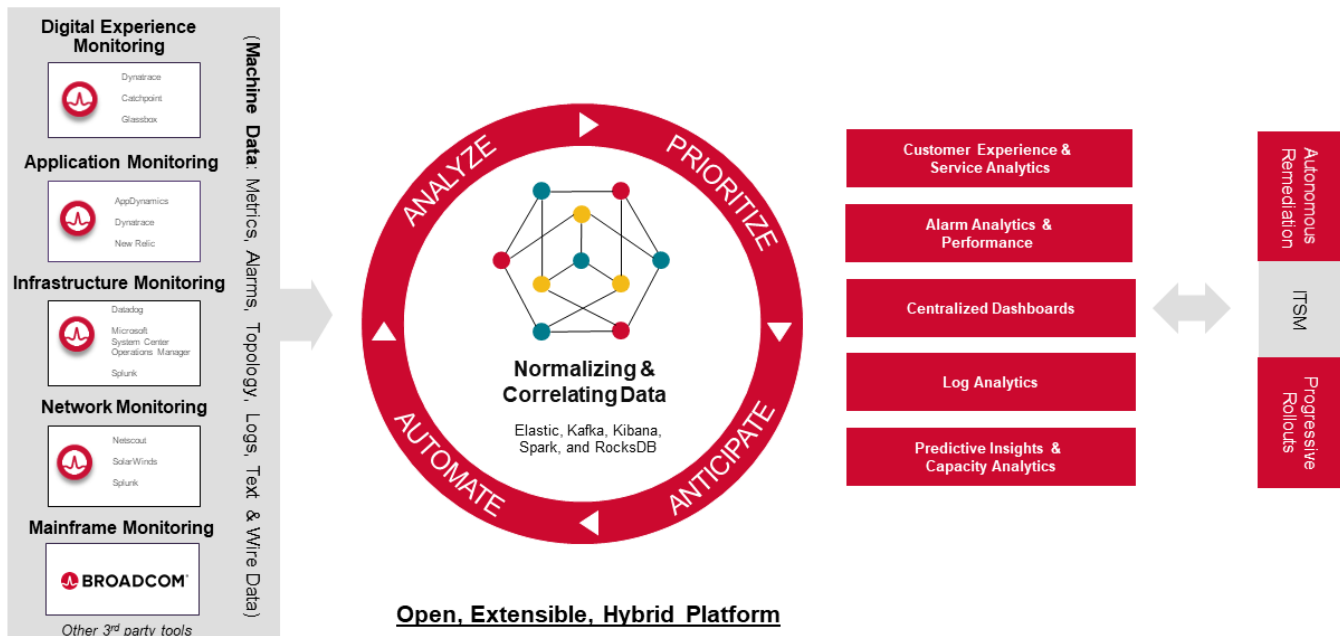
Solutions from Broadcom are powered by a software intelligence platform which harnesses the power of advanced artificial intelligence, machine learning, and intelligent automation to transform massive volumes of enterprise data from disparate toolsets into actionable insights.

## Solution Overview

AIOps from Broadcom provides enterprises with comprehensive observability across users-app-infra-network. By harnessing this data and utilizing the power of advanced machine learning coupled with intelligent automation for unparalleled insights, the solution’s unified approach provides:

- **Digital agility:** Connects data across development and operations, providing continuous feedback loops for continuous improvements.
- **Actionable insights:** Utilizes a multi-prong approach of extensive machine learning algorithms plus time, text, patented topological data model, and training for great insights across disparate data sets. By correlating data across multiple layers and mapping their relationship and dependencies, your teams can quickly identify the true cause of issues.
- **Intelligent automation:** Automatically execute the remediation tasks that your complex, dynamic enterprise environment requires. AIOps from Broadcom delivers scalable, flexible, and easy-to-use automation that can be aligned with dynamic business and technical requirements. Using machine learning techniques, the solution recommends actions based on learnings from machine training and input from experts, giving you a new level of confidence when performing remediation.
- **Full-stack, full-chain visibility:** AIOps from Broadcom delivers industry-leading infrastructure, application performance, and network monitoring as well as user-experience analytics. Only AIOps from Broadcom provides support for your entire digital delivery chain, including mainframes, traditional open systems, and hybrid and multi-cloud infrastructures, cloud-native applications and software-defined networks.

### AIOps from Broadcom



## Benefits

By leveraging this solution, your IT teams can realize significant benefits:

- **Optimized user experiences:** By harnessing AI and machine learning along with recommended intelligent remediation, you can prevent issues and minimize the impact of those issues that do arise.
- **Maximized operational efficiency and productivity:** Full-stack and full-chain monitoring with intelligence and automation help eliminate manual efforts, streamline workflows, enhance collaboration, and establish autonomous operations.
- **Enhanced scalability:** Improve application and site reliability while speeding deployment agility with correlated insights across the application lifecycle. The solution makes it practical to scale to accommodate the explosive growth in data, environments, and services.

## Critical Capabilities

AIOps from Broadcom offers the following critical capabilities:

- **Operational intelligence:** Transform the user experience and improve operational efficiencies by reducing alarm noise, correlating data, and combining analytics with automation to resolve issues faster.
- **Application performance management:** Improve application performance and deliver flawless user experiences with unmatched insights and intelligence.
- **Infrastructure monitoring:** Proactively and efficiently manage your private and public cloud, infrastructure, and applications utilizing artificial intelligence (AI) and machine learning.
- **Network monitoring:** Gain unified, scalable AI-driven network monitoring for traditional, software-defined networking, and cloud networks.
- **Intelligent automation:** Provides the service orchestration and automation platform to automate a complex landscape of applications, platforms, and technologies.
- **Operational intelligence for mainframe:** Embedded intelligence to proactively prevent problems, fix issues faster, and get more done.

For more information, please visit: [www.broadcom.com/aiops](http://www.broadcom.com/aiops)