CA AIOps Solutions for Service Providers
Maximizing Agility, Differentiation, and Margins

Key Benefits

- **Maximize profits.** Gain the advanced capabilities that enable your team to maximize internal operational efficiency, staff productivity, and margins.

- **Boost scalability.** Leverage centralized controls and automation that fuel support of more services and larger volumes of users, devices, transactions, environments, and customers.

- **Enhance service levels.** Deliver the optimized service levels and sophisticated analytics that provide more value and inspire customer trust and satisfaction.

- **Speed innovation.** Gain the efficiency, sophistication, and flexibility that help your organization to grow more agile and more responsive to dynamic customer requirements.

- **Deliver differentiated services.** Leverage advanced capabilities that enable you to deliver compelling, high-value managed services.

Overview

To win in an increasingly dynamic and crowded market, service providers are under heightened pressure to innovate their offerings while ensuring that service levels remain optimized at all times. To meet their charters, these teams need artificial intelligence for IT operations (AIOps) solutions. With CA AIOps solutions, service providers can get the advanced IT monitoring, analytics, and automation capabilities that they need. By speeding new service delivery, and adapting more quickly, service providers can deliver the high-value, optimized services that fuel account growth and customer satisfaction.

Business Challenges

Operating in an intensely competitive market, service providers are being tasked with delivering against a number of urgent objectives.

- **Delivering service innovation**. To compete, service providers have to deliver high-value, differentiated services that fuel growth or they risk losing market share to the competitors that do.

- **Maximizing agility and scalability**. In today's markets, technological evolution and customers' IT requirements continue to see increasingly fast and fundamental change. In response, service providers are being forced to contend with unparalleled complexity. They must deliver services that support an increasingly diverse mix of on-premises systems and dynamic new technologies, including services that fuel containers, cloud services, software-defined components, and more. Furthermore, they have to contend with the explosive growth in the volume, variety, and velocity of data associated with multi-cloud, microservices, and IoT implementations.

- **Optimizing service levels**. Service providers must contend with these quickly evolving requirements, while also ensuring optimized service levels and maintaining strong margins.

To address these objectives, service providers need advanced tools and capabilities. However, for too many organizations, point monitoring tools still represent the status quo. In fact, a recent survey (reported in The Top 5 Reasons You Need AIOps) found 72% of IT teams rely on up to nine different IT monitoring tools to support modern applications.

These point monitoring tools create redundant, inaccurate alerts and make root cause analysis complex and time consuming. Point automation tools are largely ineffective in today's complex, interrelated, and hybrid environments. Consequently, these tools increasingly inhibit the ability of service providers to address their strategic objectives. And the challenges that service providers face are only going to increase.

Solutions Overview

CA Technologies delivers solutions that fuel advanced AIOps, enabling service-driven, autonomous remediation. CA AIOps solutions offer a single platform with comprehensive capabilities, including automation, analytics, and in-depth monitoring of applications, infrastructure, and network services. With these solutions, service providers can speed delivery of new services, boost sales and business growth, and maximize solution margins.

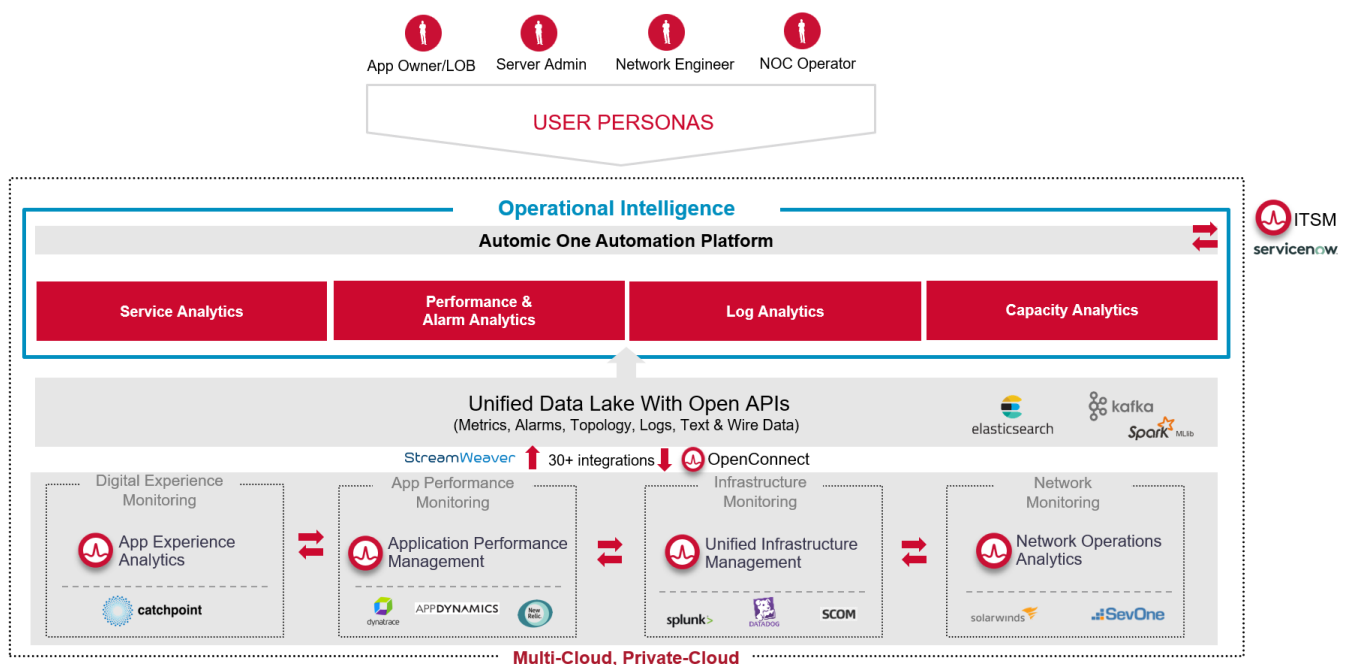CA AIOps solutions include the following offerings:

- **CA Operational Intelligence**: Ingests structured and unstructured data from IT performance monitoring tools and imports it into a single, resilient data lake. Offers capabilities for ingesting data from any third-party source, offering coverage that spans from mainframes to cloud environments. Helps IT teams to act on potential issues much earlier, to isolate the real root cause faster, and to ultimately remediate issues before they affect the business.

- **Automic One Automation Platform**: Delivers capabilities for push-button, fully orchestrated service delivery. Offers comprehensive orchestration that supports the entire service stack, including traditional open systems, mainframes, and modern cloud-native applications. Offers zero-touch automation of both process-oriented and remedial workflows. Enables rapid, reliable service delivery by eliminating delays and errors associated with manual efforts and hand-offs. Helps IT organizations more consistently comply with their process and configuration policies.

Critical Differentiators

Maximum Service Delivery Ease and Agility

CA AIOps solutions offer maximum flexibility while minimizing development, deployment, and operational costs and effort. With these solutions, you can leverage a single platform that offers complete monitoring, analytics and automation capabilities. It is easy to turn capabilities on or off as your needs and your customers' needs change. Further, the solutions deliver industry-leading capabilities for monitoring infrastructure, networks, and applications in public, private, and hybrid cloud environments.

Open AIOps Platform to Drive Intelligent Automation

CA AIOps solutions offer a single platform with comprehensive capabilities, including automation, analytics, and in-depth monitoring of applications, infrastructure, and network services.

Critical Differentiators (cont.)

CA AIOps solutions offer flexible integration, making it easy to incorporate the data and capabilities of a range of CA solutions. Moreover, you can easily integrate with a number of third-party monitoring, management, and automation platforms. These AI-powered intelligence of the solutions offloads the burden of threshold setting and optimization. Freed from these routine tasks, junior resources can manage deployments; and everyone on your team can more consistently optimize service management efforts. Plus, the solutions offer enhanced support for multi-tenant environments and service provider business models.

Predictive Identification of Potential Risks to Services
CA AIOps solutions feature machine-learning-based algorithms that enable operators to predict potential issues that could affect service levels. These solutions feature capabilities for mapping issues to associated services, enabling more intelligent prioritization.

Automated Root Cause Analytics Across Domains and Technologies
With these solutions, your team can harness machine-learning-driven intelligence that can automatically identify the probable cause of issues, even in complex, hybrid IT environments. These solutions offer topology analytics services that can automatically discover and map key IT assets. They can also consume data and correlate intelligence from multiple architectural layers to determine probable root cause in multi-tier, multi-vendor environments.

Establish Comprehensive, Contextual Automated Remediation
CA AIOps solutions can automatically execute the tasks required to remediate issues in complex, dynamic enterprise environments. The solutions deliver scalable, flexible, and easy-to-use automation that can be aligned with dynamic business and technological requirements. With CA AIOps solutions, you can orchestrate the delivery of services in business, application, and infrastructure layers and across on-premises, cloud, and hybrid environments.

Benefits

Maximize Solution Coverage and Margins
CA AIOps solutions offer the advanced capabilities that enable your team to maximize internal operational efficiency, staff productivity, and margins. These solutions offer flexible integration that enables you to maximize the value of your existing investments, including those in other analytics, monitoring, and ITSM platforms.

With CA AIOps solutions, you can minimize the total cost of ownership and maximize your margins by standardizing on an easy-to-use platform that offers comprehensive coverage and capabilities. By reducing the cost and complexity of managing multiple point monitoring tools, service providers can boost staff efficiency and improve margins. Because they feature a unified platform that offers the flexibility to easily turn new services on and off, these solutions help you to align your costs with customer adoption and demand.

By employing the automation and improved visibility of the solutions, teams can ensure that fewer incidents get escalated to senior engineers. This reduces staffing costs and overhead, freeing up senior resources for more strategic efforts. By harnessing these advanced capabilities, your team can expand services while realizing breakthrough improvements in operational efficiency and automation. These solutions enable scalable internal operations by fueling support of more services and larger volumes of users, devices, transactions, environments, and customers.

Deliver Higher Service Levels and More Customer Value
CA AIOps solutions enable faster, more accurate root cause analysis. By gaining a unified view of your clients' environments, your operations teams can manage service levels proactively. As a result, your operations teams can find and fix issues faster, prevent them from affecting end users, and even keep them from occurring in the first place. Plus, advanced capabilities and flexibility of these solutions help your team to respond more quickly to customer issues and requests. With these solutions, you can deliver the sophisticated analytics that provide more value and inspire customer trust and satisfaction.

Benefits (cont.)

Speed Service Delivery and Innovation

For enterprise decision makers, speed of adoption is a key factor leading customers to work with external service providers. However, to accelerate their customers' businesses, service providers have to start by speeding their own operations. With CA AIOps solutions, you can gain the efficiency, sophistication, and flexibility that help your organization to grow more agile and more responsive to dynamic customer requirements.

With CA AIOps solutions, you can harness the easy-to-use, fast-to-deploy capabilities that speed the delivery of new services and new customer on-boarding. These solutions feature a single, unified platform that supports an extensive range of services, so that you can quickly and easily expand your service catalog to stay in front of customers' evolving technologies and requirements. These solutions enable fast support of emerging technologies, such as Docker and OpenStack. With these solutions, you can deliver enhanced visibility and control to customers' cloud, multi-cloud, and hybrid environments. Finally, through their integration with other CA Technologies products and third-party tools, these solutions enable your organization to address more customer environments and to adapt more quickly to evolving demands.

Boost Sales and Accelerate Business Growth

For many service provider businesses, competition continues to get more intense, and many traditional offerings are becoming commoditized. CA AIOps solutions help you deliver compelling, high-value managed services that boost differentiation in increasingly crowded markets. As a result, you can grow sales in new accounts, leveraging advanced capabilities that differentiate your business. Further, you can deliver the compelling services that enable you to expand your footprint in existing accounts and boost customer loyalty and retention.

Conclusion

To address their urgent, quickly evolving customer demands, today's service providers cannot continue to rely on the same old point monitoring and automation approaches. With CA AIOps solutions, service providers can leverage the capabilities that enable faster service innovation, increased revenue growth, and enhanced margins. To learn more about CA AIOps solutions, download our white paper, Establishing Self-Driving Infrastructure Operations: Harnessing AI-Driven Operational Intelligence to Maximize Service Levels and Operational Efficiency.