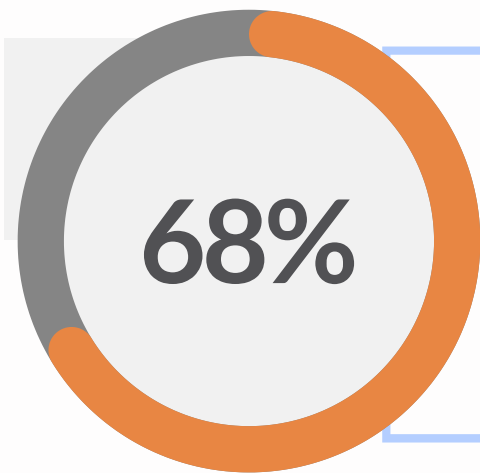# Machine-powered intelligent automation

68%

of companies are evolving their ITOps to support business agility. Companies depending exclusively on legacy tools are at risk of falling behind on the agility curve. They are underinvested in digital experience technologies and automation.

As customer demands and competitors' responses continue to accelerate, businesses need to speed up change. Investing in IT process and workflow automation to redirect IT staff from routine manual activities helps resolve incidents faster, aiding the organisation to seize new business opportunities.

It's time-consuming to manually populate and reconcile a CMDB, manage incidents, or diagnose problems with multiple tools and data silos. You don't have enough time to fix issues - much less, deliver innovative solutions to avoid issues and drive more value for your business.

35% | **event reduction with automated remediations**

82% of IT service desk tickets are not actionable. Automating ticketing helps solve problems faster to improve customer experience.

**21%** | **decrease in incident resolution time**

Applying machine learning and events-driven automation to initiate proactive problem detection and troubleshooting minimises mean time to repair (MTTR).

90% | **reduction in manual effort**

Manually creating a ticket can take 20-30 minutes and up to 90 minutes to route to the right team.

Enrich IT data with context, enable automation and improve business outcomes. AIOps marries big data with machine learning to create predictive outcomes that help drive faster root-cause analysis and accelerate MTTR. By providing intelligent, actionable insights that drive a higher level of automation and collaboration, ITOps can continuously improve, saving time and resources in the process.
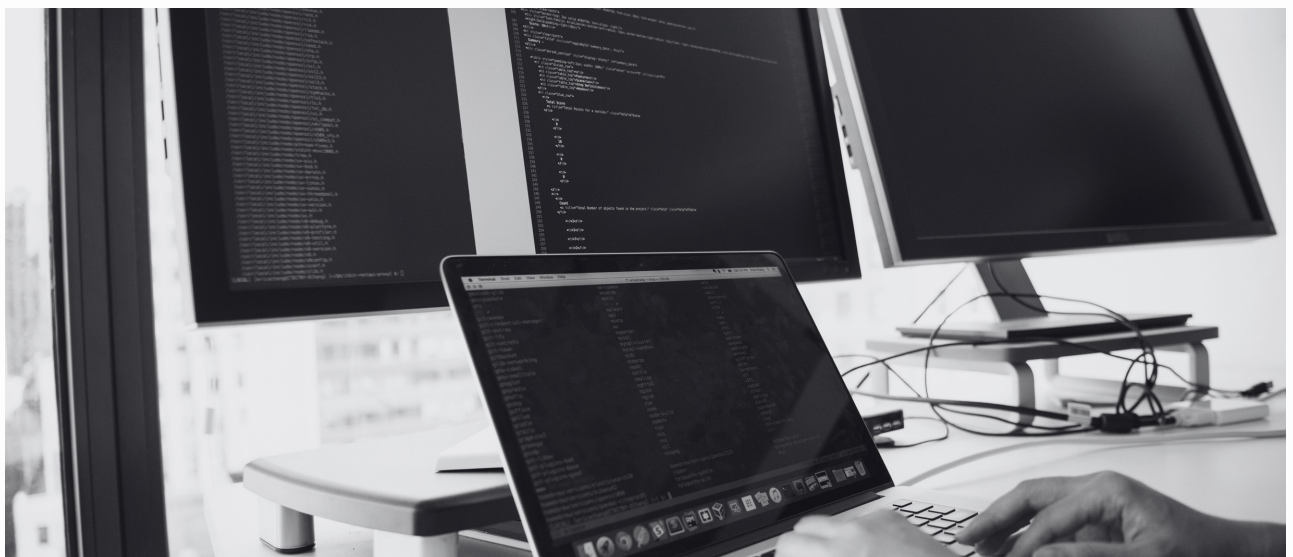
The final goal for enterprises is a system that automatically predicts and addresses operational disturbances before they arise. The system should then make recommendations or advise on the next steps, and an operator can then make more informed decisions. Real-time systems can reduce noise and drive automation - with the ultimate goal of improving time to resolution.

Whether it is through reducing outages, ensuring tool simplification and integration, or providing smart actionable analytics and automation for business accountability, our platform gives time back to our customers through much-needed intuition powering real-time operations.