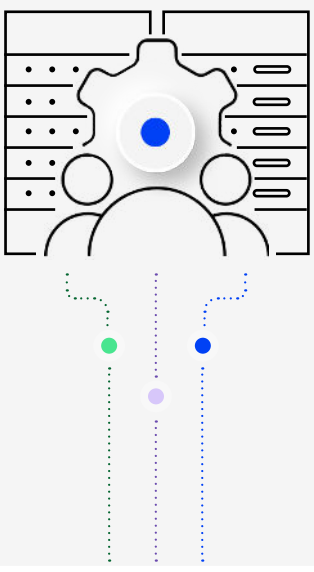


The top three benefits of AIOps for the modern enterprise

Research by EMA found that AIOps, especially in combination with automation, always delivers results.

Enterprise Management Associates (EMA) recently published a report highlighting the benefits of AIOps for IT operations (ITOps) and IT service management (ITSM) teams. This research found that AIOps offers enterprises direct improvements in service availability, operational efficiency, employee productivity, and user satisfaction.

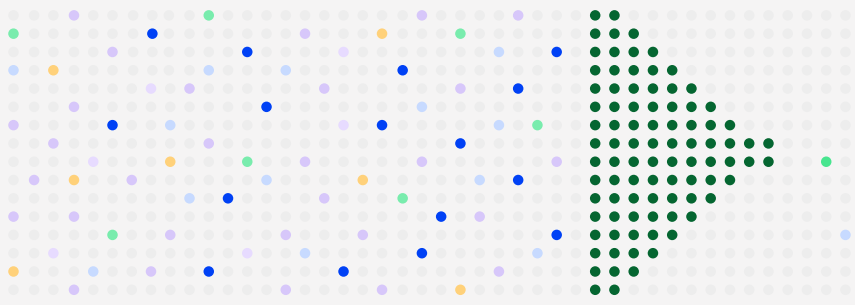
EMA identified three key areas in which AIOps can benefit modern enterprises.

1 Manage increasing IT complexity

EMA reports that "by using AI that is purpose-built for ITOps and ITSM, AIOps can make sense of countless data points to form an actionable view of the whole."

AIOps tames IT complexity by:

- Distilling thousands of events into a few actionable alerts.
- Automatically grouping all related alerts into a single incident.
- Integrating siloed tools into a cohesive view.



AIOps can reduce alert noise by

95%

2 Improve IT service reliability

Organizations with mature AIOps can reduce the frequency and cost of outages by 30% and shorten their duration to less than an hour. EMA identifies several AIOps capabilities that directly improve service availability.

- **Automated incident detection** identifies critical issues faster.
- **Proactive and predictive insights** accelerate response.
- **Noise reduction and alert prioritization** prevent alert fatigue.
- **AI-powered impact and root cause analysis** slash MTTR.

3 Enhance IT employee productivity

Incidents cost time and productivity. Automation and context-rich alerts improve cross-functional awareness and reduce MTTR and incident frequency. This means fewer bridge calls and less manual work, so your teams can concentrate on more impactful projects.

EMA

"BigPanda has shown fast time to value and overall cost-effectiveness in AIOps deployments by providing IT teams with proactive insights on events and alerts, in-context with change, root cause, and business impacts."

Dennis Drogseth
Vice President Emeritus, Enterprise Management Associates

Empower ITOps and ITSM teams with AIOps

AIOps transforms IT noise into insights, and siloed knowledge into situational awareness. Learn how your organization can reduce MTTR by up to 50%, save thousands of labor hours annually, and achieve exceptional service reliability.

Get the EMA report

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