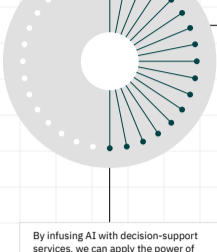
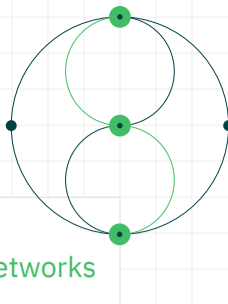


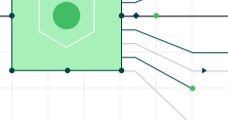
# Data Story

## The power of AI: Proactive IT & Networks



Businesses need rules to keep on track and meet their goals. And when it comes to optimizing operations, business rules can save money and enable leaders to make the right decisions with the right information at the right time. With business conditions constantly changing, it is vital that we can change business rules on the fly, without needing manual IT intervention.

By infusing AI with decision-support services, we can apply the power of prediction to help increase quality decisions and potentially earn higher returns. We can combine prescriptive business rules with predictive models to execute intelligent operational decisions that improve customer and workforce experience, and make organizations run more effectively.



Workflow automation defines how work gets done through a sequence of tasks performed by humans and systems. It uses rules-based logic to automate business processes. To improve efficiency and shift from reactive to predictive IT, organizations must leverage AI and machine learning algorithms to automate and orchestrate end-to-end IT and network operations, which will assure performance and avoid unnecessary downtime.

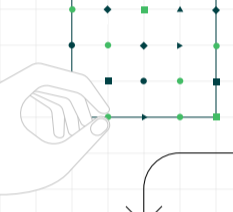
**65%** of executives state that predictive AI capabilities detect problems earlier, and

**78%** agree that digital enables better insights and empowers decision-making teams to focus on higher-value analysis and innovative activities.<sup>1</sup>

### Actions to achieve

1. Establish and measure line-of-business improvements derived from intelligent IT automation.
2. Empower IT teams to co-create and boost business performance with intelligent IT automation.
3. Transform your business with IT automation by reducing manual processes and inspiring teams to focus on developing innovative solutions.
4. Automate data mapping for events, metrics, and topology for a holistic view of the IT environment.

## Intelligent insights into digital business.



Enterprises need to meet application and systems availability requirements, while optimizing costs, and achieving performance goals. By automating routine and repetitive tasks, IT and network teams continually optimize their operations by automatically maintaining peak application performance and availability across clouds and networks, while maximizing cost savings.

**IT network automation is on the rise.**  
In fact, 51% of executives are automating IT networking today—growing to 82% in the next 3 years.

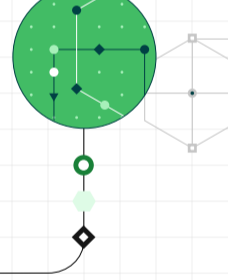
**3X more** IT network automation

*"We are progressing IT automation to accelerate the delivery of our IT infrastructure and applications by automating mundane, manual processes that previously required a human touch or decision. Automation, when applied to an already efficient operation, magnifies the efficiency."*

**Chief Information Officer**  
Technology company

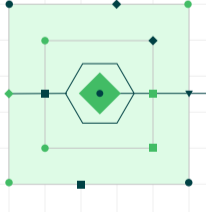
## Fast-tracking with AIOps.

A portfolio strategy—including AI-powered tools for enterprise observability, automation and incident management—helps assure applications will meet performance and availability targets. This unified approach also gives managers a holistic view of IT operations.

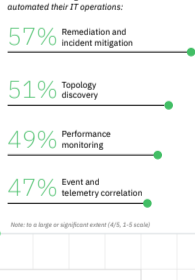


Observability helps ensure availability by providing operational visibility into applications and infrastructure. Observability allows managers to detect and analyze significant events in IT environments through logs, metrics, and tracing. But most importantly, AI and root-cause analysis makes observability proactive.

## Accelerating the IT automation journey.



AIOps can provide complete event correlation, enabling organizations to predict and prevent outages and avoid negative impacts on the business and end-users. And, if an unanticipated incident occurs, AIOps can help resolve it more quickly.



### Actions to exceed

1. Avoid overprovisioning. This can raise resource costs and increase energy usage. Meet availability requirements, while optimizing costs, and achieving sustainability goals.
2. Utilize AI-powered event and incident management capabilities to enable ITOps teams to remediate incidents more efficiently.
3. Manage and monitor event-driven processes operating in a hybrid cloud environment—enhanced with visualization tools and advanced analytics.
4. Embed generative AI for workflow intelligence to gain real-time insights from your application environments.

*"Our IT and network teams continually optimize our operations with AI-enabled automation—maintaining peak application performance and availability across clouds and networks, while maximizing cost savings. They are our organization's heroes."*

**Chief Technology Officer, Healthcare organization**

Interested in more insights and discussions on this topic?

Check out:  
[The five key benefits of AIOps and automation](#)  
[Rethink and automate key business processes](#)

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