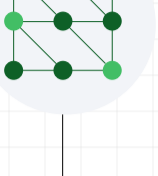


# Data Story

## The power of AI & automation

Delivering proactive IT platforms and applications



After starting the automation journey, the next most important move is deciding which business processes to automate. AI-powered intelligent workflows and IT automation can pinpoint the processes that will most improve business performance.

By infusing AI with decision support services, organizations can use the power of prediction to make better decisions faster. Combining prescriptive business rules with predictive models improves the customer and workforce experience, makes operations run more efficiently, and yields potentially higher ROI.



Executives have high expectations for automation strategies to deliver results during the next three years. Connecting data across business operations and IT environments will be key to success.

**Integration** will connect data insights. And **application connectivity**, with tooling low code/no code automation, will enable application-level sharing.

**87%**

report that their automation strategy will help identify and execute more high-impact automation initiatives—and

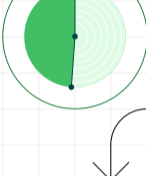
**86%**

say that successful automation requires applications and systems integration.\*

### Actions to exceed

1. Create agile, scalable, and resilient IT operations, aligned with the speed and pace of modern business.
2. Empower an IT environment that is highly available and responsive across applications, networks, and infrastructures.
3. Optimize IT operations to avoid the financial and environmental costs of overprovisioning.
4. Integrate workloads as an automation platform—connecting networks and applications across the enterprise.

## IT Automation at its best



It all begins with data.

Data that is accessible, flexible, and secure. Intelligent Content Management imports and extracts unstructured data through recognition, classification, and AI. RPA technology also builds bots with low code and deploys and manages automated tasks that understand the data and operate consistently and efficiently.

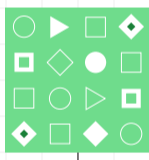
In fact, **80%** of executives are automating their operations with IT networking—and **76%** with IT operations management over the next 3 years, while **69%** are incorporating robotic process automation (RPA).\*

*“Being able to connect the data and make sense of it is important. There is a governance that comes into this. You must clarify—because even if the data fabric is good—you still need to understand the layering and utilization of the data within the organization.”*

**Chief Information Officer/Chief Technology Officer**  
Global Logistics Company

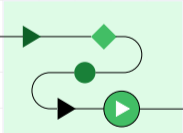
## Embedding value with every transaction

By automating operations, teams can dynamically and continuously assure cost-effective application performance. This helps organizations maximize business value in public, private, hybrid, and multi-cloud environments.



When routine and repetitive tasks are automated, IT and network teams can continuously optimize operations. This maintains peak application performance and availability across clouds and networks at maximum cost efficiency.

## The path to data-led innovation begins with automation



In comes AIOps. To be more efficient and shift from reactive to predictive IT management, organizations must leverage AI and machine learning algorithms to automate IT and network operations. End-to-end orchestration delivers assured performance while eliminating unnecessary downtime.

IT execs are aggressively innovating and automating IT operations.

To what extent has your organization automated data flows?

- 64%** Application integration
- 52%** Event streams
- 50%** Enterprise messaging
- 48%** API management

### Actions to proceed

1. Connect your business and IT with the low-code integration tools required to connect data and operations
2. Tool your automation workflows with application connectivity to enable multi-source application data sharing.
3. Monitor transaction reliability (what happened when) with event streaming.
4. Manage APIs to share 3rd party sources of data between applications. API management moves the data to where and when it is needed.

*“Executives of the future will be technologists. Mathematics, optimization, and computers will be more relevant to their education. Also important is a good understanding of cloud deployment and the different solutions you can leverage from an IT infrastructure point of view. The transition will be significant.”*

**Chief Information Officer, Consumer Goods Company**

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