



Digital Business Monitoring

Ensure a Smooth, Uninterrupted Customer Experience

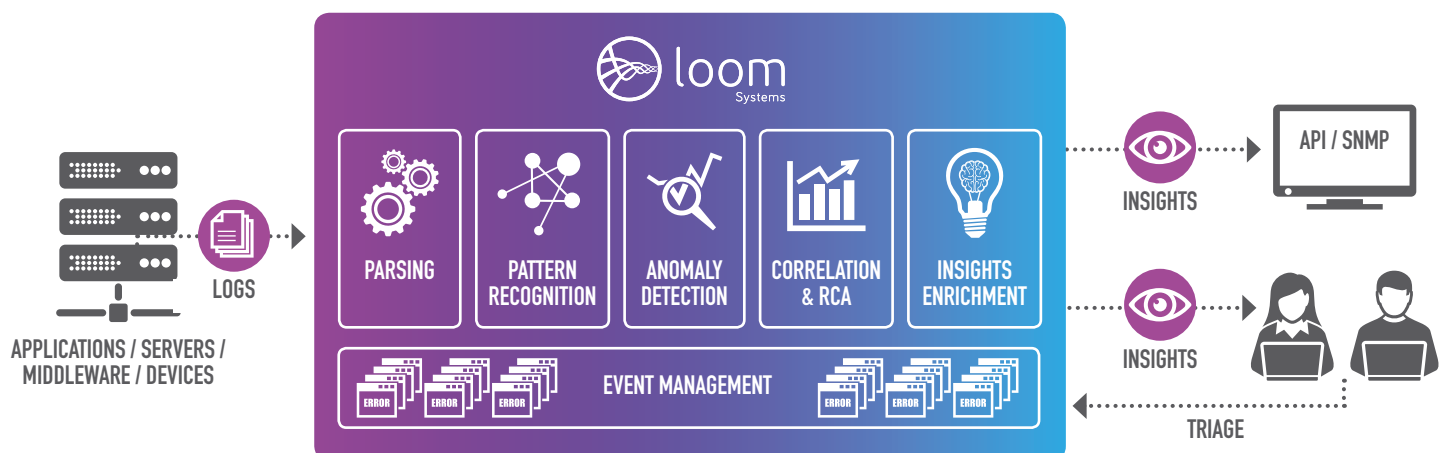
Whenever your customers suffer from applicative issues, revenues from digital channels are at risk. High latency and transactional failures lead to customer dissatisfaction and churn, and every minute of downtime increases costs and lowers your revenue greatly.

Homegrown applications, which are at the core of most digital processes generate proprietary logs which are difficult to monitor. Traditional monitoring and log management offer limited capabilities for handling proprietary logs and are labor-intensive, time-consuming, and costly.

Introducing: Sophie For Digital Business Monitoring

Loom Systems' AI-powered platform, Sophie, uses advanced patented machine-learning algorithms to detect and notify you about customer-facing issues.

Sophie automatically parses and analyses your application logs, 3rd party or proprietary, learns the baseline of your environment and alerts on both previously experienced and hidden unknown issues. By enriching the alerts with true root-cause and smart insights, Sophie enables your team to run a clear operation process and ensure a smooth customer experience.





Proactive Issue Detection

Sophie empowers your team to become proactive about customer-facing issues before they escalate by auto-detecting anomalies, without the need to set any alerting rules or thresholds.

Root-Cause Analysis

Sophie automatically correlates events from applications and services across your entire stack and provides you with the true root-cause of issue in real-time.



Reduce Alert Fatigue

Sophie correlates all relevant events into one consolidated incident, reducing alert fatigue. By measuring the event against historical events, Sophie makes sure it doesn't arise from seasonality.

Build in Insights and Recommendations

Sophie enriches incidents with corrective insights and recommended resolutions from the ever-growing, human-generated knowledge base, TriKB, and encourages users to add their insights to the system to help maintaining knowledge within the organization.



"Our users no longer complain about issues escalating and affecting the business. The application response times have been improved by 200-300%, providing both our customers and employees with a much better user experience."

Haim Inger,
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Awards

