

Service Desk

Elevate your Service Desk Operations to a Digital Desk powered by AI, Automation & Analytics

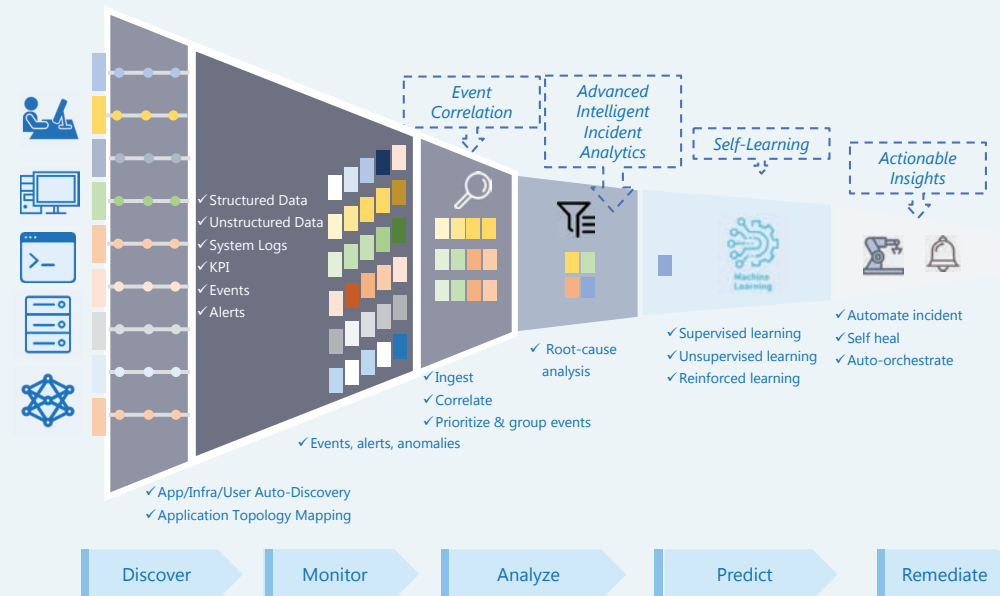
- Enhance your Service Desk productivity through reduced Mean-time-to-repair
- Take your User Experience Quotient to the next level through Sentiment Analytics and reduced repeat incidents
- Drastically reduce the number of incidents through permanent remediation and reduce the cost of operations

Data Center Operations

Shift from Reactive to Proactive way of handling IT Operations

- Ingest and aggregate diverse data to reduce false positives and unified view of enterprise health
- Use Advanced Intelligent Incident Analytics techniques for faster root cause analysis
- Prevent costly system outages through predictive insights

Realizing Zero Incident Enterprise™



About GAVS

GAVS Technologies is focused on automation-led digital transformation services. GAVS' IP led solution, **Zero Incident Framework™** is an AIOps solution that enables organizations to trend towards a **Zero Incident Enterprise™**.


For more information on how GAVS can help solve your business problems, write to inquiry@gavstech.com
www.gavstech.com

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Are outages your nightmares?

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Zero  Incident Framework™

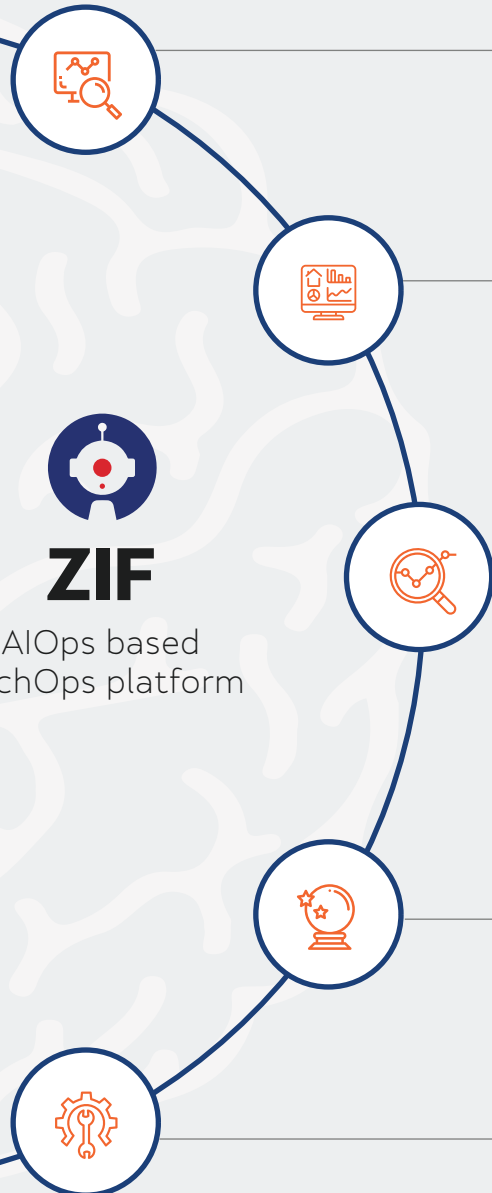
An AIOps based TechOps platform that enables proactive detection and remediation of incidents helping organizations drive towards a **Zero Incident Enterprise™**

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Components

Features

Outcomes



- DISCOVER**
 Auto-discover all mission critical workload & IT assets
- MONITOR**
 End-to-end enterprise performance monitoring
- ANALYZE**
 Analyze & correlate alerts/events across tools
- PREDICT**
 Predictive techniques to prevent outages
- REMEDiate**
 Prescriptive remediation with minimal or no manual intervention

- Auto-discover applications
- Auto-discover users
- Real-time dynamic topology mapping
- Full Stack visibility
- Detect anomalies
- Application Health Index, User Experience Index
- Ingest & Correlate diverse datasets
- Noise nullification
- Accelerated RCA
- Forecast capacity needs
- Forecast incident volume
- Detect potential failures
- Capacity orchestration
- One-click auto-remediation
- Virtual Engineer

'Single Pane of Command' to efficiently run IT Operations	Proactive IT Operations led by predictive insights, min. 24hrs. ahead of time with over 90% accuracy
~40% reduction in incidents , and reduced incidents/user per month	~60% reduction in Mean Time to Repair
~50% reduction in overall IT Operations costs	Agile monitoring & elimination of Digital Dirt , driven by auto discovery

Is your Enterprise fraught with inefficiencies and lack of transparency?

Cloud, on-premise, or hybrid IT infrastructure, ZIF's components provide you full-fledged proactivity and a level of resilience that would have your uptime percentage not just in the nines, but you practically reach **'zero outages'**!

The backbone of Enterprise IT systems, be it new or legacy, ZIF's features help you scale interdependencies and cross functional interconnections, fine tune and run a stable, predictable environment