LTI
Let's Solve

**mosaic** aiops

AIOPS:
AI-Led Enterprise IT Operations

LTI's Mosaic AIOps uses contextual AI with asset telemetry information to present a holistic view of the IT Estate & spot issues in real-time, which helps in providing better quality support and efficient planning in IT operations activities.

#ITOPS #ProactiveITOM #GuidedResolution
#TicketAnalysis #NoiseReduction
#KnowledgeBase #RBA #AutomatedResolution

Mosaic AIOps platform from LTI's Mosaic ecosystem enables Enterprise IT transformation through adoption of AI-led IT Operations. This includes enhanced asset monitoring, automated situation detection & remediation, smarter service desk activities and collaborative support practices.

It provides an end-to-end platform to capture asset telemetry data through integrations with monitoring tools. It then applies its Cognitive Engines to analyze this data to surface only the important events, thus reducing alert noise. Mosaic AIOps provides real-time assistance to resolve an incoming ticket by recommending appropriate SoPs and linking automation to it. It is also used by support engineers for collaboration to track and resolve performance issues on monitored assets.
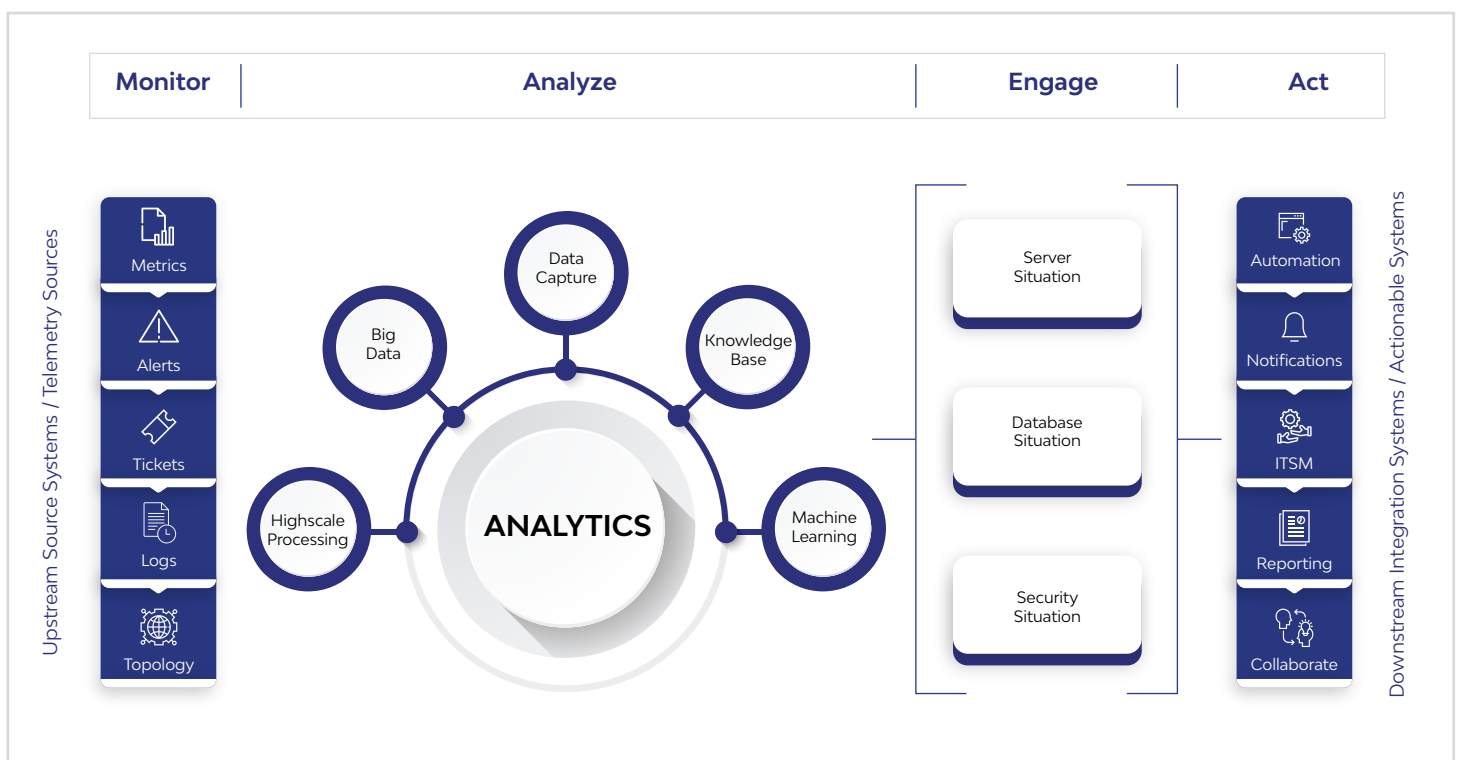
Benefits of AIOPS

- Implement service-centric approach for IT monitoring

- Reduce operational complexity through Cognitive Engines

- Reduce time spent on repeatable tasks through automation

- Remediate service outages quickly through recommendations

- Improve alerting and resolution processes

- Improve user experience through predictive ITOPS

Product Features

Monitor-of-Monitors

Gather data across disparate monitoring systems to centralize performance metrics & alerts in order to build a holistic view of the IT estate

Performance Monitoring

Collect & centralize performance metrics on asset health from multiple APMs to form a single glass pane.

Alert Monitoring

Consolidate alert streams across different monitors to get a holistic view of all issues across the landscape; selectively ticket and track alerts.

Mosaic Agent

While a majority of data collection is done in an agent-less fashion, Mosaic AIOps also features its own agent that can collect metrics & logs directly from assets.

Connector Suite

Pre-built connector suite to collect telemetry data from a wide variety of enterprise monitors on interfaces such as APIs, Web hooks, Message Queue, Files, Log Stream and many more.
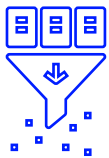
Alert Noise Suppression

Algorithmic noise reduction that suppresses white noise in alerts to surface only the important alerts using de-duplication, alert correlation and prioritization.

Alert Triaging

Prioritize alerts in order to surface only the high-priority actionable issues and cut down on white noise to reduce alert fatigue for command center teams.

Event Correlation

AI-led correlation to identify alert clusters that have common origins in order to group similar issues together for more efficient redressal.

Parent Issue Identification

Identify dependencies between alerts to get to the parent issue so that an optimum resolution path can be followed by support teams for resolution.

Seamless ITSM Integration

Integrate with a wide variety of ITSM systems for ticket creation and resolution operations without the need to log into the systems.

Alert Auto Ticketing

Automatically ticket issues which need attention with appropriate prioritization to cut down manual alert review and logging of the ticket.

Guided Ticket Resolution

Assisted ticket resolution for Support Engineers by providing problem identification, SoP recommendation and triggering automated resolution in real-time.

Problem Identification

AI-led problem identification for incoming tickets that leads to better categorization and efficient resolution of reported issues.

SoP Recommendation

Get recommendations on best fit SoPs associated with an incoming ticket and cut down manual effort involved in lookup and search operations.

Automation Triggering

Seamless integration with RBA/ITPA platforms to trigger & track automation workflows to resolve issues.

Ticket Dispatch Suggestion

Ticket dispatch suggestions to the right support group based on historic trends, expertise available and current bandwidth of the support engineers.

Ticket Resolution Interface

A uniform interface to investigate and resolve tickets while consuming recommendations provided by cognitive engine.
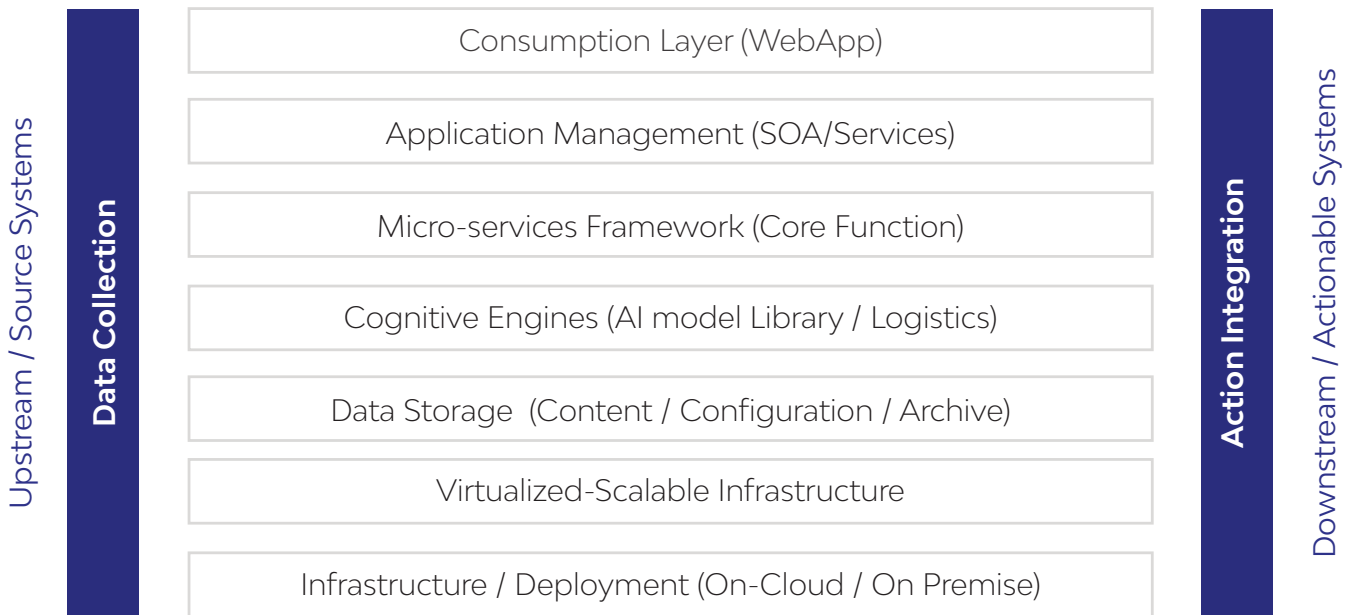
Service Governance Reporting

Collect, track and visualize service related governance KPIs for managing SLAs effectively and identifying areas of improvement in service portfolio.

Similar Incident View

Suggestions on ticket similarity, based on resolutions done in the past to help identify the right solution for a reported issue.

SLA Tracking

Track important service delivery SLAs to ensure right prioritization and better planning on support activities.

Manager Reporting

Governance dashboard for management to get a complete view of services being rendered, to obtain suggestions for improvement.

Trend Analysis

Continuous ticket analysis to identify ticket patterns and support trends to facilitate better problem management and automation.

Business Health Dashboard

Business owners can respond to situations that may go on to impact their business functions with a real-time-health-view of associated IT portfolio

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Product Architecture

Upstream / Source Systems

Data Collection

Consumption Layer (WebApp)
Application Management (SOA/Services)
Micro-services Framework (Core Function)
Cognitive Engines (AI model Library / Logistics)
Data Storage (Content / Configuration / Archive)
Virtualized-Scalable Infrastructure
Infrastructure / Deployment (On-Cloud / On Premise)

Action Integration

Downstream / Actionable Systems

Deployment Options
Flexibly deploy on cloud or on-premises

aws	Azure	Google Cloud	On-premise

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Request a Demo @ https://www.lti-mosaic.com/

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