



Let's Solve

mosaic aiops

## Factsheet

# Infuse AI in IT Operations with **LTI Mosaic AIOPS**

A Next-generation Operations Platform for Intelligent Enterprise IT Operations

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



## Intelligent IT Operations – The need of the hour

The demands of today's digital economy, coupled with the increasing complexity of modern application architectures, have made the role of IT operations more challenging when it comes to monitoring health, responding to outages and servicing users. There is a constant push for making IT Operations (ITOPS) more efficient, user-centric and reliable. But the following challenges make it difficult for Enterprise ITOPS.



### Visibility

End-to-End view of the hybrid, hyper-distributed IT Landscape is missing.



### Efficiency

High volume of alerts and performance metrics lead to inefficient monitoring.



### Productivity

Rapid technology evolution demands higher skilling & complex support activities.



### Experience

End users expect high quality and proactive IT support.

As the computing landscape continues to evolve, complexity in telemetry data generated by IT assets is growing. And it is becoming increasingly difficult for humans to monitor and analyze the IT landscape at this pace. Hence it is imperative for Enterprise IT Operations teams to strategically leverage advances in data processing and analytics. This next-gen IT Operations Management strategy, which uses AI and real-time processing of IT events to enable pro-active operational intelligence, is known as AIOps.

LTI's mosaic aiops enables complete Enterprise IT transformation through adoption of AI-led Enterprise IT Operations.

## Benefits

### Support Engineer

#### Complete View of Landscape

Get a complete picture of an IT estate with reference to alerts, performance metrics, health statistics, tickets and usage.

#### Alert Noise Suppression

Alert triaging suggestions and auto-ticketing into connected ITSM systems for seamless issue reporting.

#### Guided Ticket Resolution

Automatically detect problem categories and get recommendation on appropriate SoP to be followed for an assisted resolution.

#### Seamless Tool Integration

Central place to interact with monitors, ITSM, RBA platforms, Notification services, CMDB etc.

### IT Manager

#### Governance Reporting

Get a sense of overall operational efficiency and health of the IT Estate with reference to assets, issues, tickets, support, etc.

#### SLA Insights

Visualize and track performance of various support functions and their SLA adherence.

#### Improvement Opportunities

Identify bottlenecks in support operations in order to invoke optimization initiatives and track their effectiveness.

#### Notifications

Get notifications on important events and their possible business impact as and when they occur.

## CIO

### **Better Customer Experience**

Improved reliability of the service functions that contribute to better customer experience.

### **Lower OPEX**

Reduced operational costs delivered through greater automation.

### **Better Productivity**

Overall reduction in ticket volume that translates to more productive and lean support teams.

### **Higher Availability**

Improvement in overall availability of the IT systems and a reduced MTTR. CMDB etc.

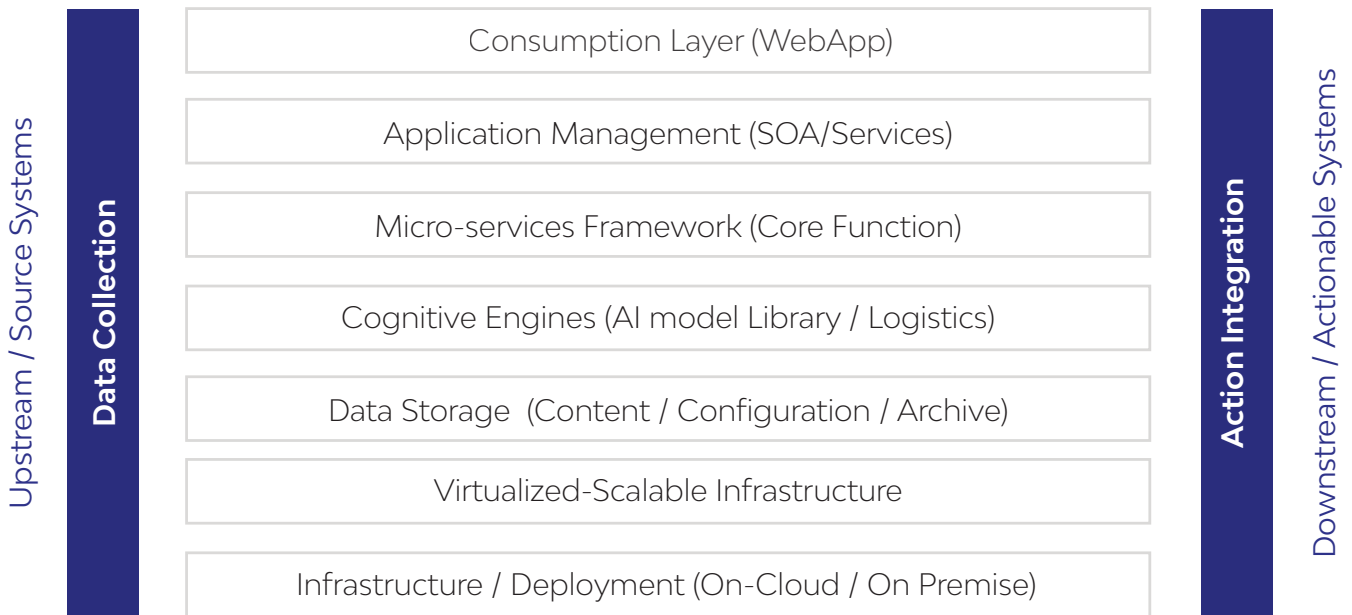


## Salient Features

Mosaic AIOps captures asset telemetry data through integrations with monitoring tools and applies its Cognitive Engines to analyze this data to surface only the important events to reduce white noise in alerts. It provides real-time assistance to resolve an incoming ticket by recommending appropriate SoPs and associated automation workflows with it. It is also used by support engineers for collaboration to monitor and resolve performance issues on monitored assets.

<p><b>Monitor-of-Monitors</b></p> <p>Aggregate monitoring data across APMs wrt performance metrics &amp; alerts.</p>	<p><b>Alert Noise Suppression</b></p> <p>Algorithmic noise reduction to suppress white noise in alerts received over monitoring channels.</p>	<p><b>Auto Ticketing</b></p> <p>Automatic ticket creation in ITSM systems &amp; dispatch recommendation based on history.</p>	<p><b>User-Defined Rules</b></p> <p>Custom rules that operate on alerts, tickets and performance metrics collected to trigger actions.</p>
<p><b>Guided Ticket Resolution</b></p> <p>Assisted ticket resolution by providing problem identification, SoP recommendation and triggering automated resolution in real-time.</p>	<p><b>Continuous Discovery</b></p> <p>Automated &amp; continuous ticket analysis engine that uncovers patterns in tickets and suggests opportunities for optimizing service.</p>	<p><b>Self-service Exploration</b></p> <p>Ad-hoc exploration for aggregated data in order to facilitate self-serve RCA.</p>	<p><b>Governance Reporting</b></p> <p>Capture, calculate and visualize service related governance KPIs for effective SLA management.</p>

## Product Architecture



## Deployment Options

Flexibly deploy on cloud or on-premises



mosaic aiops

AI led Enterprise IT Operations

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

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 420 clients succeed in a converging world. With operations in 32 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 30,000 LTIites enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at [www.Ltinfotech.com](http://www.Ltinfotech.com) or follow us at @LTI\_Global