

Business Intelligence for Smart IT Operations

intelligeni  
insights

Single Pane of a Glass solution to view the entire IT infrastructure estate  
Insights that assist in making decisions for the business Leaders

In the digital age, managing IT operations is all about speed and efficiency. Today, enterprises are grappling with a lack of transparency in their IT operations and services. Even though the best-of-breed technologies are at play, there is no single pane to visualize the state of IT. And that's where Intelligeni Insights comes in.

It establishes connectivity with the various tool systems present in the customer estate, consumes data, builds KPIs, and showcases on real-time dashboards.

It also comes with an in-built library of 800+ KPIs which can be readily consumed by the customer.

Why do customers use intelligeni insights?



Auto Ticket  
Cutting and  
Routing



Compliments  
Existing Tool  
Investments



Extensive Tool  
Integrations



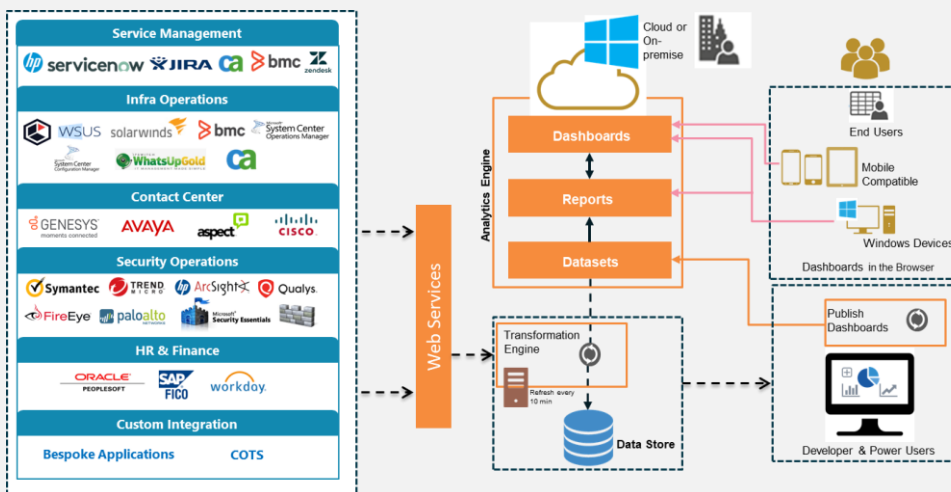
Insights for  
Informed  
Decisions



Real-time  
dashboard

Logical Data Flow of the Insights Platform

MICROLAND® intelligeni insights



# Core Features



## Single Pane of Glass

Providing 1000ft view for strategic insights as well granular insights.



## Extensive tool integrations

Insights complements the existing investments by overlaying a presentation and analytics layer.



## Real-time Dashboard

Relevant KPIs are built providing deeper insights into both real-time and historical data.



## Data Drill Down

Overview on patterns of service disruptions, relationships and trends giving intelligent views as well granular insights.



## Data Forecasting

Forecasting of insights to make informed decisions.



## Mobile and HHD Compatible

The dashboards built-in Insights can be viewed in the browsers of mobile and any other handheld devices.



## Deployment Model

Cloud based deployment solution deployed on Azure cloud.

## Value to the Customer



### Best Value for Money

By leveraging the existing investments made by the customer



### Single Pane of Glass

Data from multiple tools at one place, making it easier for the leadership to take informed decisions



### Pre-built KPIs

Any KPI from the existing library of 800+ KPIs can be built for the customer



### Increased Efficiency

Through setting up the standard way of building the KPIs

**intelligeni insights is part of the overall intelligeni AutomatedOps platform which is a key enabler for Microland's managed services offerings. The integrated platform comprises of intelligeni observe for observability, intelligeni center for ITSM operations and intelligeni insights for IT analytics.**

## About Microland

Microland is "Making digital happen" – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

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