Full stack Observability and AIOps platform

intelligeni observe

Full stack Observability and AIOps platform to assist the IT operations team in detecting, diagnosing, and resolving incidents

Intelligeni Observe focuses on making complex IT systems more reliable and resilient. It delivers value to an operations engineer via assistive and augmented intelligence.

It uses anomaly detection to surface hard-to-detect problems and graph-based algorithms to separate useful alert signals from monitoring noise. It automatically triggers a set of diagnostic and remediation actions or enables engineers to collaboratively diagnose and resolve issues.

Observability must be tuned in response to changes in the environment. This is best addressed by using intelligeni Observe as part of Microland's Observability as a Service.

Why do customers use Intelligeni Observe?

Early Warning	**Unified Observability**	**Actionable Alerts**	**Minimize Customer Impact**	**Automated Remediation**
Detect issues before the users become aware	Accurately determine system health based on signals from multiple monitoring solutions	Reduce large number of monitoring alerts to a single actionable incident	Restore system health through quick diagnosis and remediation	Reduce mean time to resolve using automated remediation actions

Observability | Cognitive Health Computation Models | Automated Resolution

Data Ingestion Pipeline, Anomaly Detection, & Event Correlation

MICROLAND® | intelligeni observe

Knowledge Graph & Observability Computation Engine

Automated Diagnostics & Remediations

Deep Discovery & Dependency Mapping

Full-stack Infrastructure Monitoring

Application Performance Monitoring

User Experience Monitoring

Log Analytics
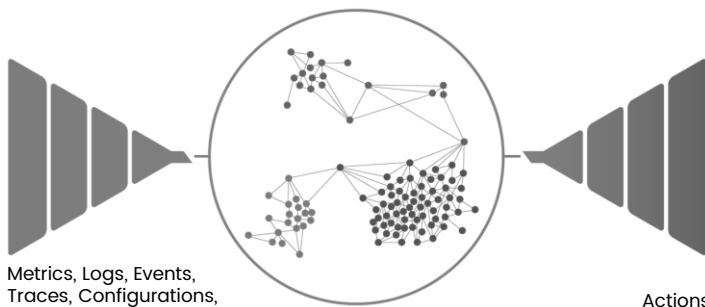
Metrics, Logs, Events, Traces, Configurations, Topology

Actions

Automated Remediation

Transactive Change Engine

DevSecOps

Infrastructure as a code

Core Features

Integrations
Onboard IT systems, components and its observability signals using in-built or custom integration packs.

Knowledge Graph
Capture resources, semantic relationships and health behaviors to assist in diagnosis and problem identification.

Data Ingestion Pipeline
Capture resources, semantic relationships and health behaviors to assist in diagnosis and problem identification.

AI and Machine Learning
Identifying anomalous patterns for early detection of alerts; cluster alerts to determine problem areas; identify similar incidents to determine next set of actions.

Health Computation Model
Accurately determine the health of the system based on the ingested alerts/events and its impact on the quality of service delivered by the environment.

Actions
Use in-built actions or build custom actions for diagnosis and remediations; automatically trigger actions based on health state degradations; schedule actions; build custom monitors; create alerts based on action responses.

ChatOps
Collaborative interface with in-built actions where operational engineers from different technology teams connect to diagnosis and resolve incidents.

Business Outcomes

25%
Higher availability

50%
Improved response time

50%
Reduction in errors - better reliability

Technology Outcomes

50%
Reduction in incident detection times

40%
Reduction in incident resolution times

50%
Reduction in P1/P2 issues

60%
Reduction in incidents caused by changes

50%
Reduction in the cost of operations

Intelligeni Observe is part of the overall Intelligeni Automated Ops platform, a key enabler for Microland's managed services offerings. The integrated platform comprises of Intelligeni Bots for automation, Intelligeni Center for IT service management and Intelligeni Insights for IT analytics.

About Microland

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value.

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