

Full stack observability and AIOps platform

intelligeni<sup>®</sup>  
observe








Full stack observability and AIOps platform to assist 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.

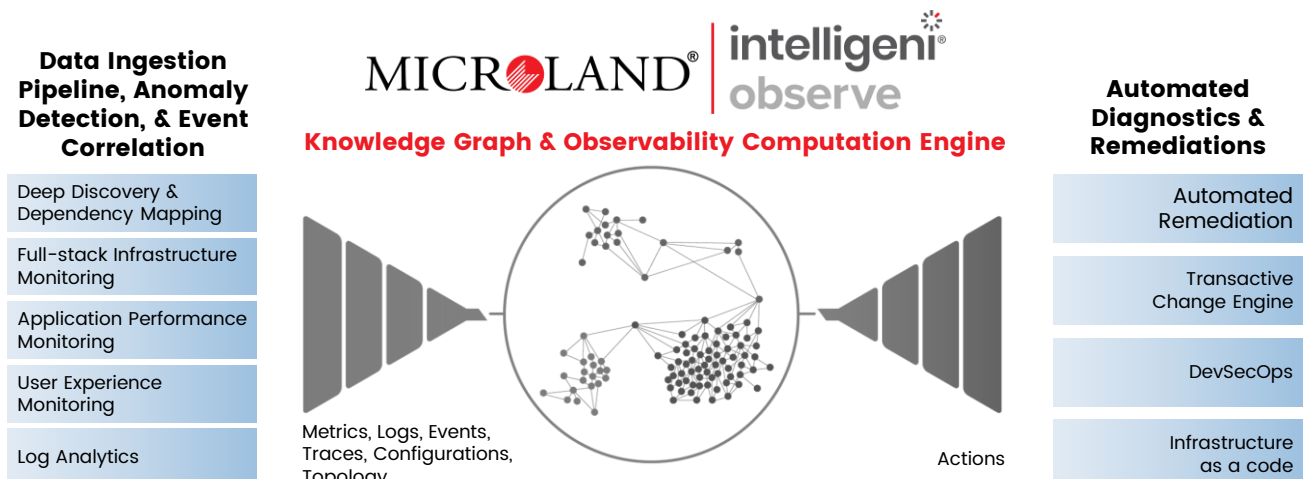
It uses anomaly detection to surface hard-to-detect problems and graph-based algorithms to separate useful alert signals from monitoring noise. It automatically triggers a set of diagnostic and remediation actions or enables engineers to collaboratively diagnose and resolve issues.

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?

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



# 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 "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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