



**MICROLAND®**  
*Making digital happen*

# Towards Automated Ops

**Satish Sukumar**

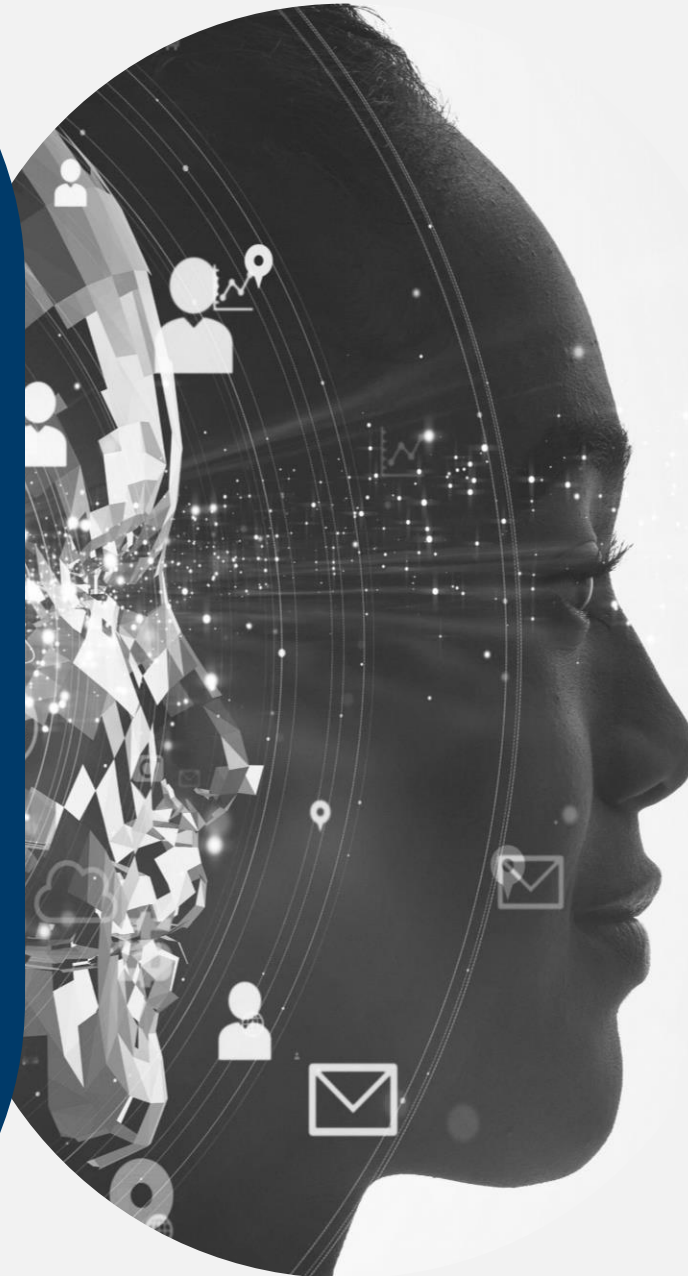
Senior Vice President &  
Global Head of Platforms



As your digital infrastructure caretakers, we specialize in ensuring that your IT systems run smoothly, securely, and efficiently. We minimize risk, maximize opportunity, and ensure that technology aligns seamlessly with your business objectives.

# Making Digital Happen

**So, you focus on what you do best – growing your business.**



In the Digital Era, the Experience your business delivers is crucial for success and competitiveness. Your customers, partners, and stakeholders expect this Experience to be unfaltering – any disruption can lead to dissatisfaction and losses.

If you imagine your business to be a complex network of interconnected systems and processes, then your digital infrastructure is its backbone, supporting everything from communication and data storage to customer interactions and transactions. For the experience your business delivers to be unfaltering, your digital infrastructure must be unfaltering. But as you well know, that isn't so easy.

Unlike a digital-native company, your digital infrastructure is perhaps inherited and evolved over the years. It is heterogeneous and has several moving parts. The architecture though integrated perhaps is influenced by organizational structures with several silos of ownership and management. You have invested in its reliability, but you know that it is not as resilient and anti-fragile as you like. There is tech debt that limits its agility and ability to be a true enabler of business.

What if your IT systems could be made resilient? To seamlessly adapt, optimize, and secure themselves without constant manual oversight? This is the promise of Automated Ops – a game-changer that aligns technology with your business goals in unprecedented ways.

# Automated Ops...

...by rethinking and transforming Digital Infrastructure to be software-defined and by baking automation into its operations and management, we ensure that the Digital Experience never flags.

...turns conventional automation thinking on its head. Instead of focusing on what efficiencies can be brought to manual operations via automation, Automated Ops asks the question of what Operations would be like if they were fully automated.

However, the real starting point is that unfaltering experience. To genuinely deliver something that is always-on, performant, reliable yet agile enough to release new business capabilities rapidly, Digital Infra needs to be rethought. Not redeveloped but rethought.

# Unfaltering Experiences...

...are:

- Always available (no downtimes, planned or otherwise)
- Consistent performance – irrespective of scale, load, or time of day
- Secure, yet easy to use
- Fresh, constantly updated
- Commodity priced

## ...with Digital Infrastructure

Includes every operation, service, application instance, data, network, or security element that is involved in the delivery of the experience. We would love this to be homogenous and resilient, but in practice, it is heterogeneous and fragile. Sure, we would like to rebuild this from scratch and get to Google-like reliability. Yet you know this cannot be done – some changes yes, but rip and replace, perhaps not.

Instead, what we can do, is two-fold. One, we wrap your Digital Infrastructure in a highly automated operational envelope and two, we bring in a few transformations to make it more software-defined.

Together this makes your Infra more resilient, quick to heal, and adaptive. So, transformation AND automation, together and reinforcing one another.

## Let us drill down a bit more.

What are we trying to achieve?

Well, here are some objectives:

- Can we detect 50% of potential incidents before they happen and ward them off?
- When something breaks, can we reduce the time business is impacted by an order of magnitude?
- Can we release new changes and features with zero downtime?
- Can we reduce incidents that are downstream effects of changes?
- Can we guarantee that your environment is always compliant?

Yes, we can. All of those and more.

# This is Automated Ops

Automated Ops is about bringing together Full-Stack Observability and Actions/Change as Transactions using Hyper-Automation with an Enterprise Service Management Center.

Let us simplify that. Observability is about detecting and helping diagnose any behavior within Digital Infra that impacts Experience. To precisely identify what is wrong and where.

Actions or for that matter any change in the Automated Ops way of thinking is implemented as code. Other than temporal actions that for example, cycle a process, all other actions change the configuration state of a system. Change the deployed infrastructure, its configuration, or the policies that govern it. When we apply transaction semantics to actions, an action always leaves a system in a consistent state.

Hyper Automation is about intelligent playbooks. If Observability claims that a system is in a certain state, what diagnostics will verify this and what actions should we execute to bring the system back to a desired state.

Finally, ESM is the human interface to Automated Ops. It is where users post service requests, where you see detailed analytics of the health of your system, and where operations engineers step in to resolve scenarios that Automated Ops hasn't learned yet.



# Automated Ops

**is the safety envelope that  
wraps your digital infrastructure  
Making it more resilient.**

# Transformation

The more software-defined Digital Infra is, the better it can be managed using code. APIs can be leveraged, states can be modeled and tracked, and declarative models implemented. All of these are crucial to true Automated Ops.

Observability is about making your environment Observable – so that potential issues can be detected and diagnosed faster. However, Observability is directly impacted by the data or telemetry that is available to it. If you can give us workload-relevant metrics, rich logs, and any changes from every part of your system, that would be awesome. If you cannot, as is often the case, we help tune your monitoring stack, implement APM, or inject telemetry to make Observability meaningful.

In much the same way, if a change of any kind has to be thought of as changes to code, then your infrastructure, configuration, and policies must be represented as code. If you are already in a containerized and cloud-hosted world, it is easy. The more “legacy” your infrastructure is, the harder it is to represent it as code. Wherever you are in between these extremes, we help you transform to be more software-defined at any and every layer of your stack.



## Microland's Platform for Automated Ops

Intelligeni combines all the components of Automated Ops into a powerful AI-driven platform.

- **Persona-based Dashboards**
- **Deep Analytics with** strategic and granular insights
- Providing **intelligent views of patterns across relevant KPIs**, service disruptions, and trends

- Leverages either a fully hosted ServiceNow or Microland's Smart Center
- Combined with Microland-developed **Bots-based ITOM, DevSecOps, managed change pipeline**
- **Pre-built Business & IT workflows**



- **Graph-based algorithms and anomaly detection** for hard-to-detect problems
- **Automatically triggers a set of diagnostic and remediation actions**
- ChatOps for engineers to collaborate and resolve issues
- **Bots-based automated** incident remediation, self-service change/service requests
- Automating repetitive tasks and IT workflows
- **Infra/Config/Policy as code including NetDevOps**



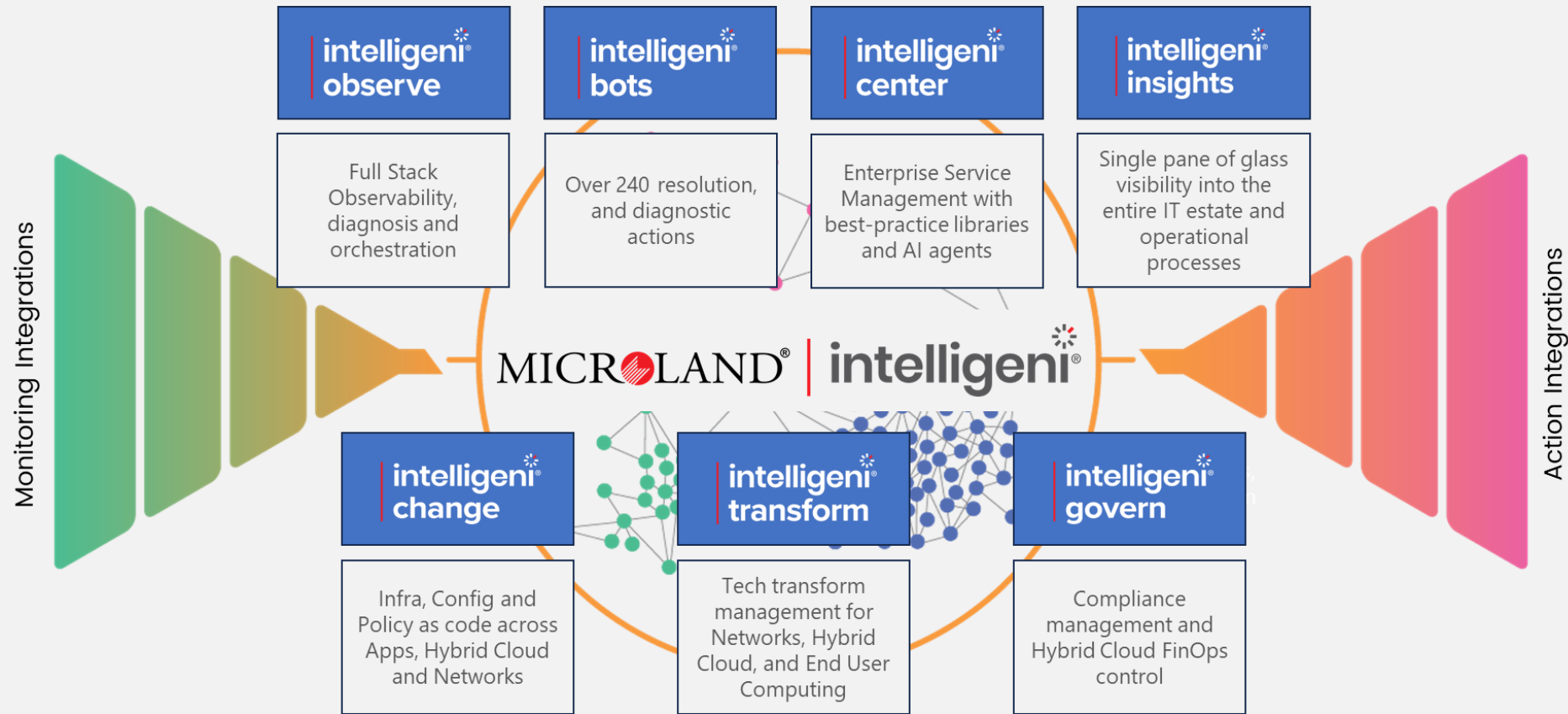
A modular platform focuses on enhancing the business-user experience by accelerating network technology transformation and optimizing operations to deliver resilient and reliable networks.



A hybrid and multi-cloud management platform fully integrated with GitOps principles and designed to enable observability, automation, FinOps, and SecOps to deliver cloud migration and cloud operations.



# Intelligeni, how does it work?



## Intelligeni Features



Full Stack Deep Monitoring & Observability



Compute asset health; detect, & predict behavior patterns



Creates meaningful scenarios – 10x noise reduction in alerts



"What has changed" – causation and correlation



Collaborative ChatOps interface to resolve issues



Drives Automated remediation & change transaction

# Getting to Automated Ops is a journey and we will walk this with you.

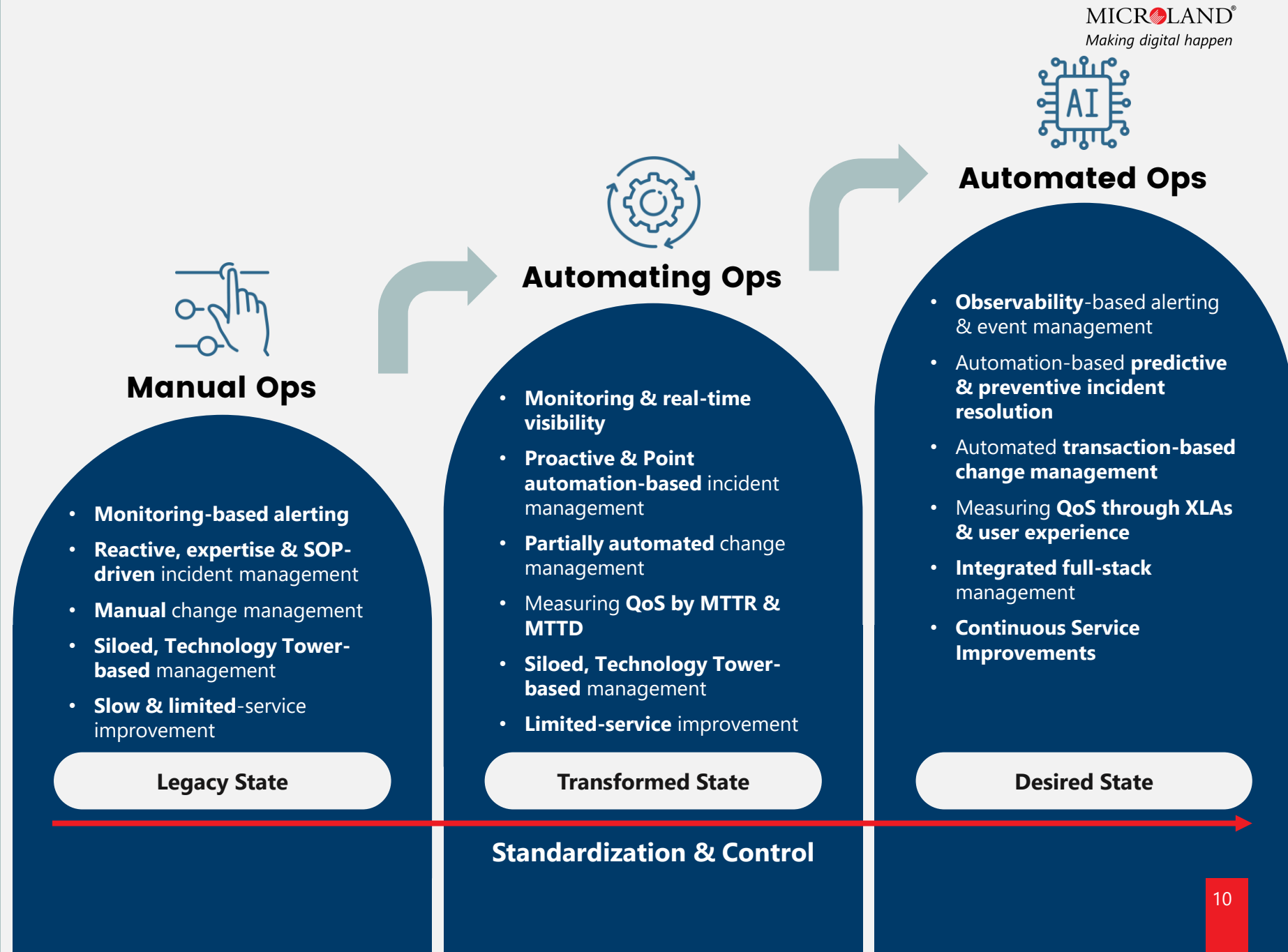
## The Recipe for Success

**Step 1:** We start by stabilizing your operations and bringing in ITSM discipline and visibility.

**Step 2:** Then we strengthen monitoring and drive point automation.

**Step 3:** Over a series of transformation projects, we make your Digital Infrastructure more software-defined.

**Step 4:** In parallel, we move from monitoring to Observability and from Automation to as-code Operations.





## Satish Sukumar

Senior Vice President,  
Global Head of Platforms

Satish comes with over three decades of experience in the IT Industry. Over his career, he has held various leadership, technology, development, and support positions. His expertise is in the conceptualization, design, and creation of software products, in the architecture of large-scale distributed systems, and in running mission-critical systems in a highly automated manner. At Microland he leads the creation and development of Intelligent IT and Automation platforms.

## 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 4,600 digital specialists across offices and delivery centers in Asia, Australia, Europe, the Middle East, and North America.

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