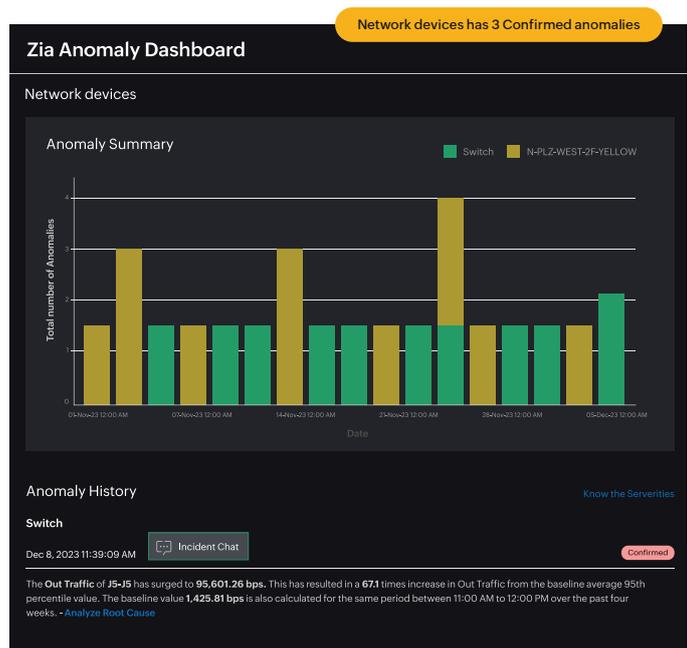


# AIOps for IT monitoring

Leverage the power of AIOps with Zoho's AI-powered assistant, Zia, now on board with Site24x7 to automate, improve, and transform your monitoring experience. Site24x7 AIOps converges the capabilities of AI, machine learning (ML), and natural language processing (NLP) to enhance your monitoring capabilities, helping you do more with less in every step.

Our proactive observability platform driven by AI helps to predict issues precisely, preventing outages before they occur, streamlining troubleshooting, and ultimately orchestrating faster resolutions to reduce MTTR and meet SLAs with ease. AIOps ensures a superior customer experience—at reduced costs, with minimal manual intervention—boosting your team morale by automating remedial actions and providing accurate, actionable insights.



The modern IT landscape is a complex and dynamic network of interconnected microservices, multi-cloud setups, and on-premises infrastructure. Countless integrations and plugins are used to deliver products and services to diverse customers who access them through different devices and locations. As a result, IT monitoring teams face a constant stream of alerts while dealing with limited visibility caused by silos and blindspots. They must also respond to pressure to resolve issues quickly.

Site24x7 AIOps helps IT administrators achieve a firmer control over their IT environment by automating and streamlining the process of finding, fixing, and repairing incidents, to avert downtime and predict usage patterns by ensuring resources are provisioned ahead of spiking demand, and downsized during a drop in usage, to ensure optimal functioning, with minimal human intervention and costs.

## Site24x7 helps IT administrators:

- Leverage AI-led insights from the anomalies dashboard to make better decisions.
- Optimize IT spending with forecasts on usage based on trends analysis.
- Ensure customers don't suffer slow or erratic user experience.
- Avoid overprovisioning or underutilization to right-size the infrastructure.
- Manage incidents better with intelligent and improved alerts.
- Never miss true anomalies, even while factoring in allowable spikes in usage.
- Improve efficiency and functionality proactively and continuously.
- Enable DevOps and IT operations with sharper insights without overwhelming them.

## In a month, Site24x7 users:

- Captured over **3 billion** data points for AI-led analysis
- Generated **1.2 million+** insights for ITOps to ensure optimum user experience
- Processed over **10 million** natural language chat queries
- Executed over **5 million** auto-healing actions
- Resolved more than **80 thousand** incidents

"I can look at the data very quickly. I don't have to click a lot."

— Shaheen Ghavim, senior systems administrator at SmartAction



## IT monitoring powered by AIOps

- Correlates data from multiple angles for sharper triage
- Dynamic thresholds to produce accurate alerts
- Starts with minimum data (as low as 7 days) and gets better with use
- Forecasts probable events; offers proactive suggestions
- Automates corrective actions to save time and effort
- Explanation-ready RCA reports for faster turnaround
- Compliant with all data privacy laws

## Features

### Anomaly detection

Go beyond static thresholds to dynamically find true anomalies and push alerts when there are worrisome spikes in website response time, network bandwidth usage, or CPU saturation.

### Sharp insights

Aggregate, view, and analyze business-critical data in customizable forms such as charts, dashboards, and reports.

### Root cause analysis

Use Sharp RCA reports to drill-down into true anomalies, while factoring in seasonal trends to contextually spot and fix issues across your IT.

### Predictive analysis

Study your infrastructure utilization over time, like disc or memory space, and correlate it with multiple factors to spot trends for proactive course correction.

### OpenAI Observability

Gain full visibility into OpenAI usage by performing model-specific cost analysis, log prompts, and error analysis in real time. Supports top AI models, such as GPT-4, DaVinci, Curie, and more.

### ChatOps

Implement NLP-based chatbots that trigger alerts and respond to queries received on collaboration platforms you already use, such as Microsoft Teams or Slack.

### Smart automation

Perform incident remediation using simple scripts, such as clearing disc space or adding more computing power based on dynamic thresholds.