

Product Brief

Key Benefits

- **Boost service levels** and protect the customer experience by identifying and remediating issues before users are impacted.
- **Reduce the cost of operations** by increasing team productivity and easing collaboration.
- **Enhance digital agility** by harnessing the scale and speed of modern environments.

Key Capabilities

- **Alarm noise reduction:** Improve ticketing and triaging with machine-learning-based algorithms that help cluster relevant alerts, suppress noise and automate ticket creation.
- **Proactive monitoring:** Enhance tracking and planning using unified business services to gain a holistic understanding of health, performance and capacity.
- **Enterprise IT visibility:** Consolidate disparate data into a single pane of glass, persona driven dashboards and reports for a single source of truth, and improved collaboration across teams.
- **Closed-loop remediation:** Automate remedial workflows and enable continuous improvement with an intelligent recommendation engine that selects the most effective course of action.

DX Operational Intelligence

Smarter IT Operations through Actionable Insight

Business Challenges

In virtually every industry and market, personal interactions continue to be supplanted by the digital. For today's businesses, there is a premium on delivering optimized and innovative customer experiences. As a result of this need, IT teams are tasked with managing hybrid and distributed environments. These environments often consist of a mix of both traditional on-premise systems and modern infrastructures made up of containers, multiple clouds, and virtualized networks. These dynamic, ephemeral environments have led to a drastic increase in the volume, variety, and velocity of operational data—making it even more difficult to manage systems, identify anomalies, and resolve issues in a timely manner.

For the IT operations teams responsible for supporting these digital experiences, the risks continue to grow:

- **Optimized customer experience** becomes a premium for businesses delivering digital services to a demanding population of consumers.
- **Booming complexity and scale** makes manual, human oversight no longer possible as problems must be responded to at increasing speed.
- **Disjointed tools fuel more complexity** as teams add more point monitoring tools and automation capabilities to manage their diverse environments.

Now an enterprise must determine how to overcome the obstacles that they have built in order to address their digital challenges. Even better, an enterprise can convert these obstacles into assets that help them achieve their transformation objectives.

Product Overview

DX Operational Intelligence is an AIOps platform designed to help teams contend with the explosive growth in monitoring data, infrastructure complexity, and business demands.

Using artificial intelligence and machine learning, the platform normalizes, correlates, and analyzes the increasing volume and variety of operational data. DX Operational Intelligence enables end-to-end observability across the entire digital delivery chain and empowers IT operation teams with actionable insights for efficiently managing modern and complex environments.

DX Operational Intelligence has advanced capabilities for reducing alarm noise, identifying the root cause of issues, modeling possible business impacts, and automating remediation. DX Operational Intelligence not only helps to reduce downtime and operation costs, but also to improve the overall customer experience.

Critical Differentiators

DX Operational Intelligence provides the following advantages:

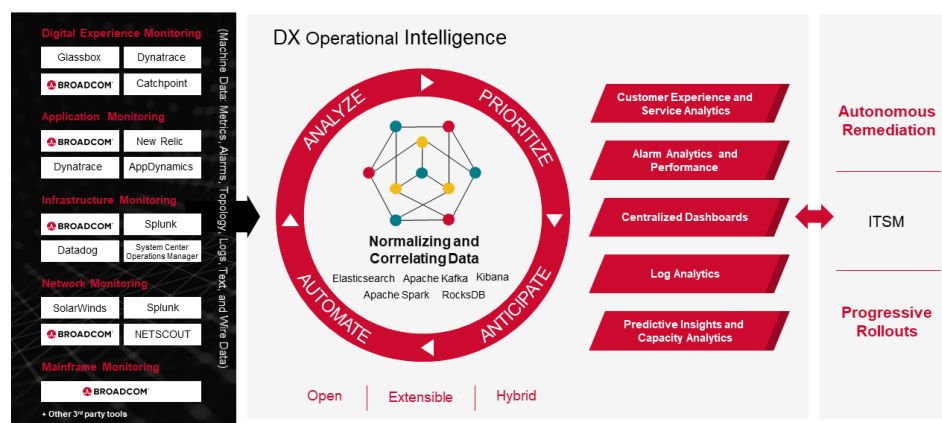
- **Mobile to mainframe** observability into your end-to-end digital chains.
- **Intelligent automation** that integrates root cause alarms with remedial workflows.

Product Features

DX Operational Intelligence offers the following features:

- **Service analytics** deliver unified business service health and availability across all management domains.
- **Alarm analytics** reduce alarm fatigue and expedite root cause incident identification.
- **Capacity analytics** proactively manage resources by ensuring that they are sized correctly to meet current and future needs.
- **Log analytics** aggregate log data from multiple sources and generate actionable reports.
- **Centralized dashboards** deliver company-specific dashboards with task-based persona-driven insights.
- **Open data engine** consumes structured and unstructured data such as topology, metrics, traces, alarms, logs from built-in integrations, and third-party sources through user APIs.
- **ITSM integration** enables user defined policies for automatically creating or updating ticket information.

The AIOps Platform from Broadcom



Observability, Analytics, and Automation

Mobile to mainframe and app to network, DX Operational Intelligence monitors across all environments while also integrating with open-source and third-party vendor tools to deliver new levels of visibility across the entire digital delivery chain. Through smart service modeling, DX Operational Intelligence maps issues to associated business services, enabling more intelligent prioritization to minimize the impact on customer experience.

With DX Operational Intelligence, teams can move from reactive firefighting to proactive management, minimizing wars rooms and finger pointing associated with tool sprawl. Every component of the digital chain, from the application, to the underlying infrastructure, to the user experience are correlated to see how everything in your stack is connected. DX Operational Intelligence automatically triggers execution of remediation scripts and lets users define policies for updating tickets to reflect the steps taken—all before it impacts customer experience.

Related Products

- **DX Application Performance Management** – Improve app performance and deliver flawless user experiences with unmatched insights and intelligence.
- **DX NetOps** – Gain unified, scalable network monitoring for traditional, SDN, and cloud networks.
- **DX Infrastructure Manager** – Monitor infrastructure and optimize performance so you can utilize resources efficiently and prevent downtime.
- **Automic® Automation** – Automate and orchestrate complex landscapes of applications, platforms, and technologies.

For more information, please visit: www.broadcom.com/operational-intelligence