eG Innovations

# Demystifying AIOps:
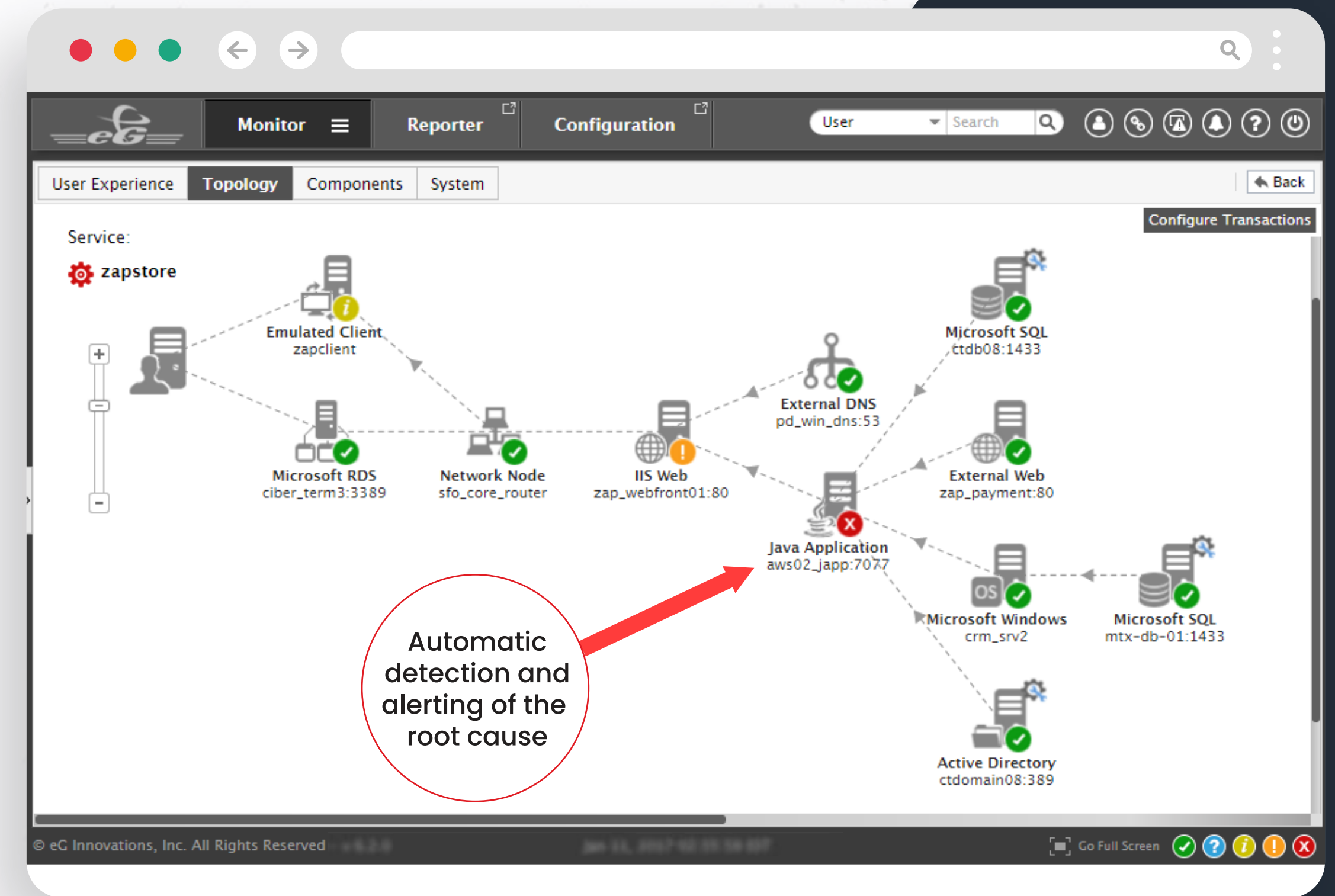# 8 Myths Dispelled for IT Ops Teams

In the ever-evolving landscape of IT Operations, there's a transformative force gaining momentum – AIOps (Artificial Intelligence for IT Operations). You might be intrigued to explore how AIOps is revolutionizing how IT teams ensure better application performance and protect service availability. Let's debunk some common myths and uncover the real benefits awaiting you.

# Myth #1

## AIOps Is Complex and Requires Data Scientists

**Reality:** AIOps is designed to be user-friendly. You don't need to be a data scientist or a machine learning expert. Modern AIOps monitoring and root-cause diagnostics solutions, such as eG Enterprise, are built with simplicity in mind, empowering IT Ops teams and even Help Desk operators without the need for specialized expertise.



Automatic detection and alerting of the root cause

# Myth #2

## AIOps Is Not Secure, and Data Is Uploaded to External Servers

**Reality:** Unlike some AI technologies, AIOps monitoring solutions prioritize security. Your data stays where you want it to either on-prem or within a secure Cloud, eliminating concerns about sensitive information being uploaded to third party AI services. eG Enterprise ensures a secure data processing and retention approach.

> "*eG Innovations has proven to be an essential tool for our managed services. By using it as a 'canary in the coal mine', we are able to proactively monitor our Virtual Desktop environment and receive alerts of potential issues before they affect our end-users.*"
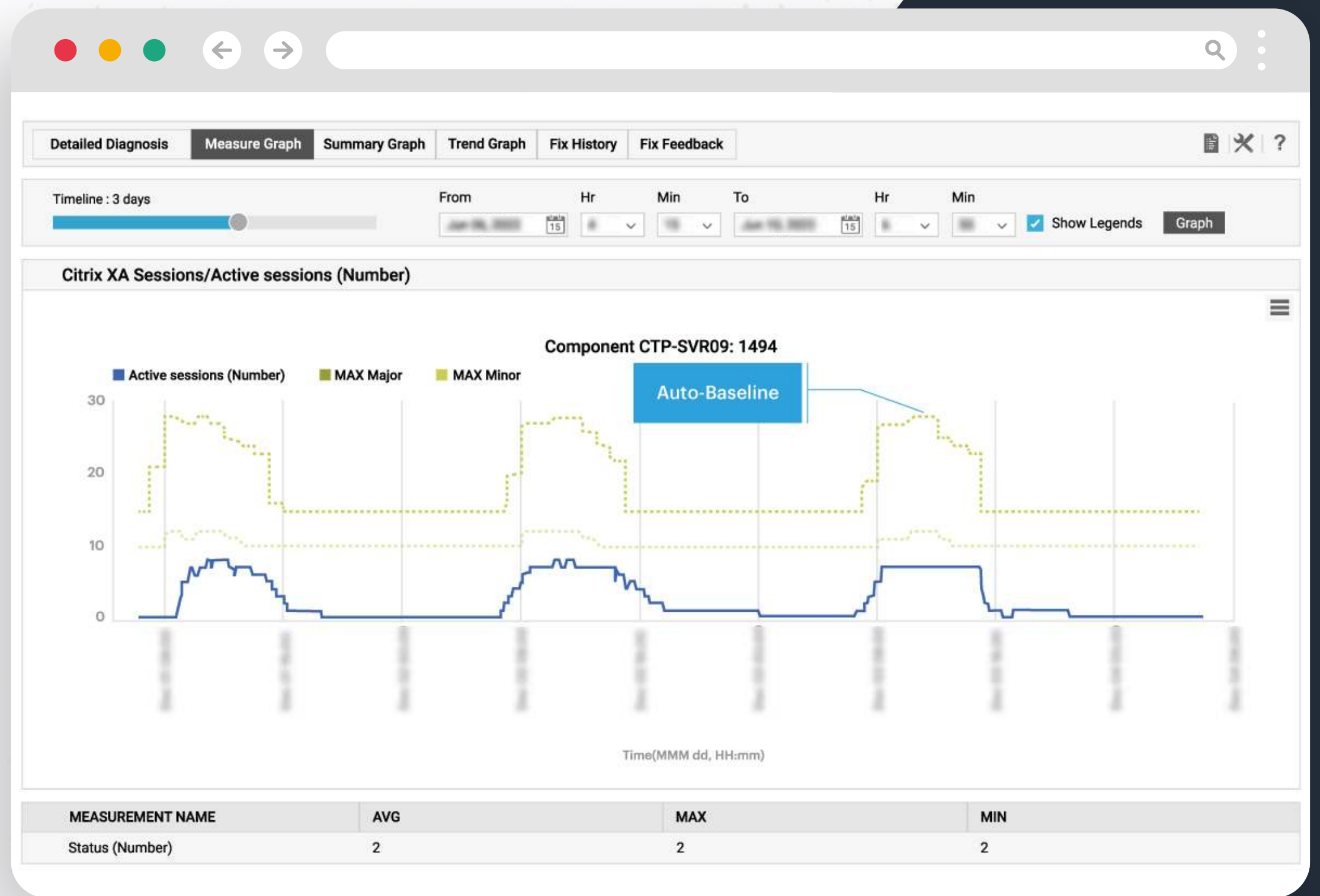
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**Rod Janson**
Co-founder, Spadafy

SPADAFY

# Myth #3

## Static Thresholds are Sufficient for Proactive Monitoring

**Reality:** Anomaly detection is a game-changer. AIOps platforms can analyze historical data, identify patterns, and autonomously adapt to changes. This ensures early detection of anomalies that might go unnoticed with manual threshold setting, preventing issues before they impact your operations. Alerting is deployed automatically as systems auto-scale up or down.
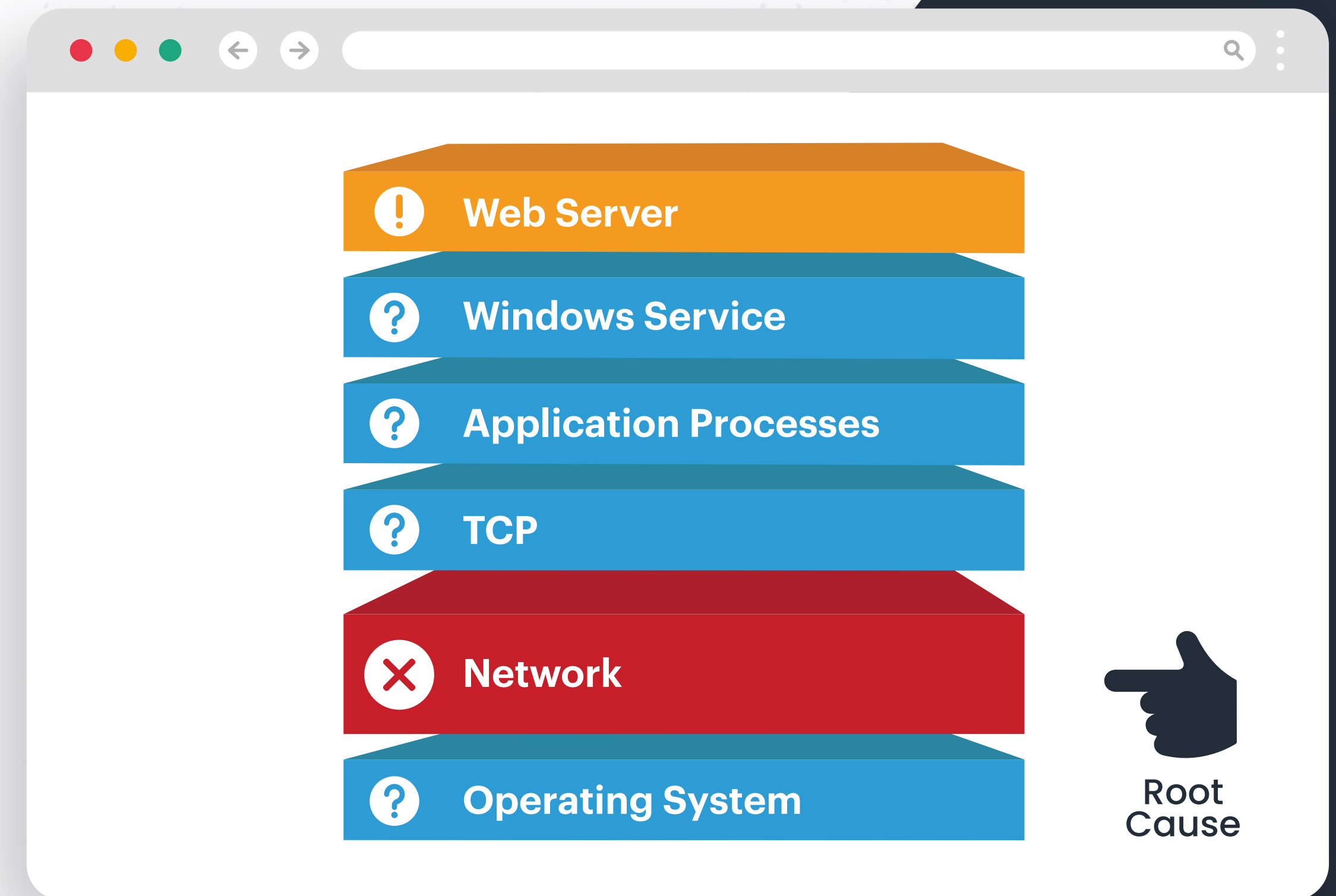
# Myth #4

## Automated Root-Cause Diagnostics Are Unreliable

**Reality:** AIOps excels in automated root-cause diagnostics. By correlating vast amounts of data, it pinpoints the exact source of issues, reducing mean time to resolution. Say goodbye to manual troubleshooting and hello to faster problem resolution.

Because AIOps tools understand anomalous behavior they will automatically gather additional metrics, logs and troubleshooting information if problems arise, data often lost by legacy tools.



- ! Web Server
- ? Windows Service
- ? Application Processes
- ? TCP
- ✕ Network
- ? Operating System

Root Cause

> *Previously, we had to run after incidents and perform very complex analysis to prove the root cause and its effects. Today, it's just a click in eG Enterprise.*

**Download Case Study** ❯

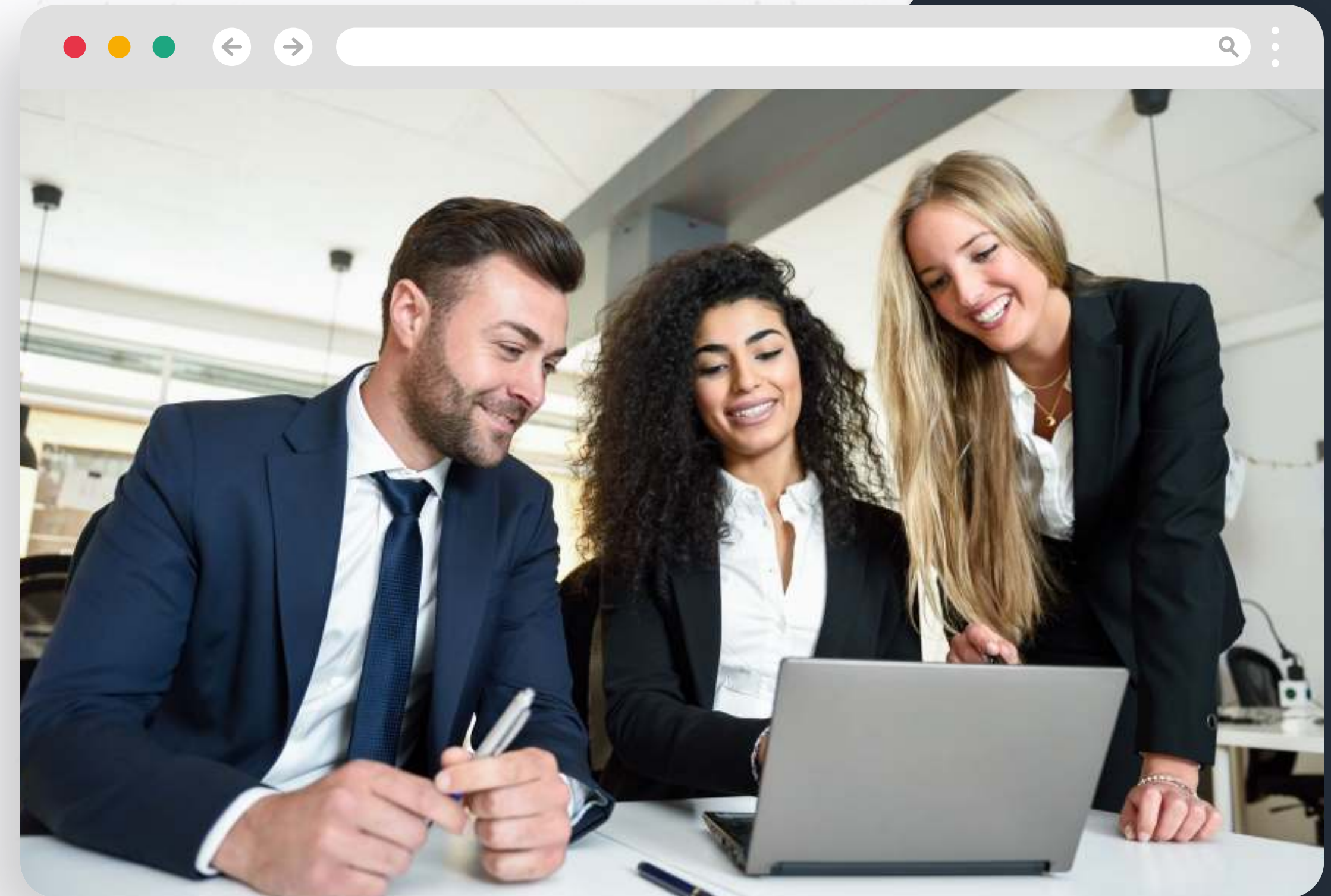**DACHSER**
Intelligent Logistics

**Thomas von Jan**
Department Head of IT
Frontend Systems, DACHSER

# Myth **#5**

## AIOps Is Only for Large Enterprises

**Reality:** AIOps is scalable and beneficial for organizations of all sizes. Whether you manage a small IT Ops team or a large scale enterprise organization, the advantages of automation and intelligence apply universally.
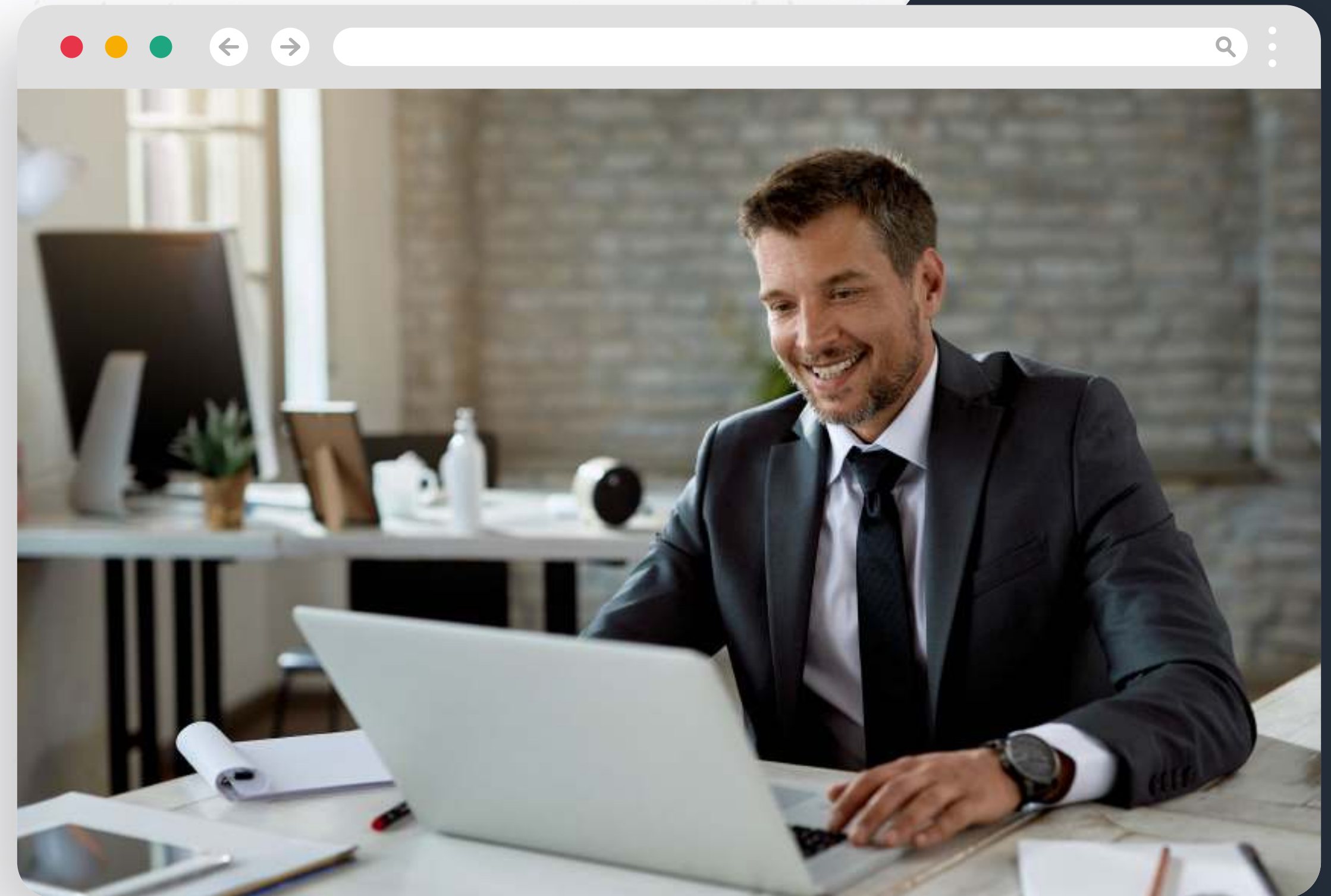
eG Enterprise is available as a fully managed secure SaaS service in addition to self-managed options to suit any Enterprise's need.

# Myth #6

## AIOps Eliminates the Need for Human Intervention

**Reality:** AIOps complements human intelligence. It automates routine tasks, allowing your team to focus on strategic initiatives and complex problem-solving, ultimately increasing efficiency and productivity. The actionable insights and root-cause diagnostics provided by good AIOps observability tools empower IT professionals to use their expertise to resolve issues faster.

> *The ROI of eG Innovations exceeded our expectations. Not only did we get those chargebacks reduced, we also benefitted IT as a whole because help desk tickets weren't created and time management was a lot better - we weren't spending hours trying to pinpoint issues, we could reallocate those resources to other, more important activities.*
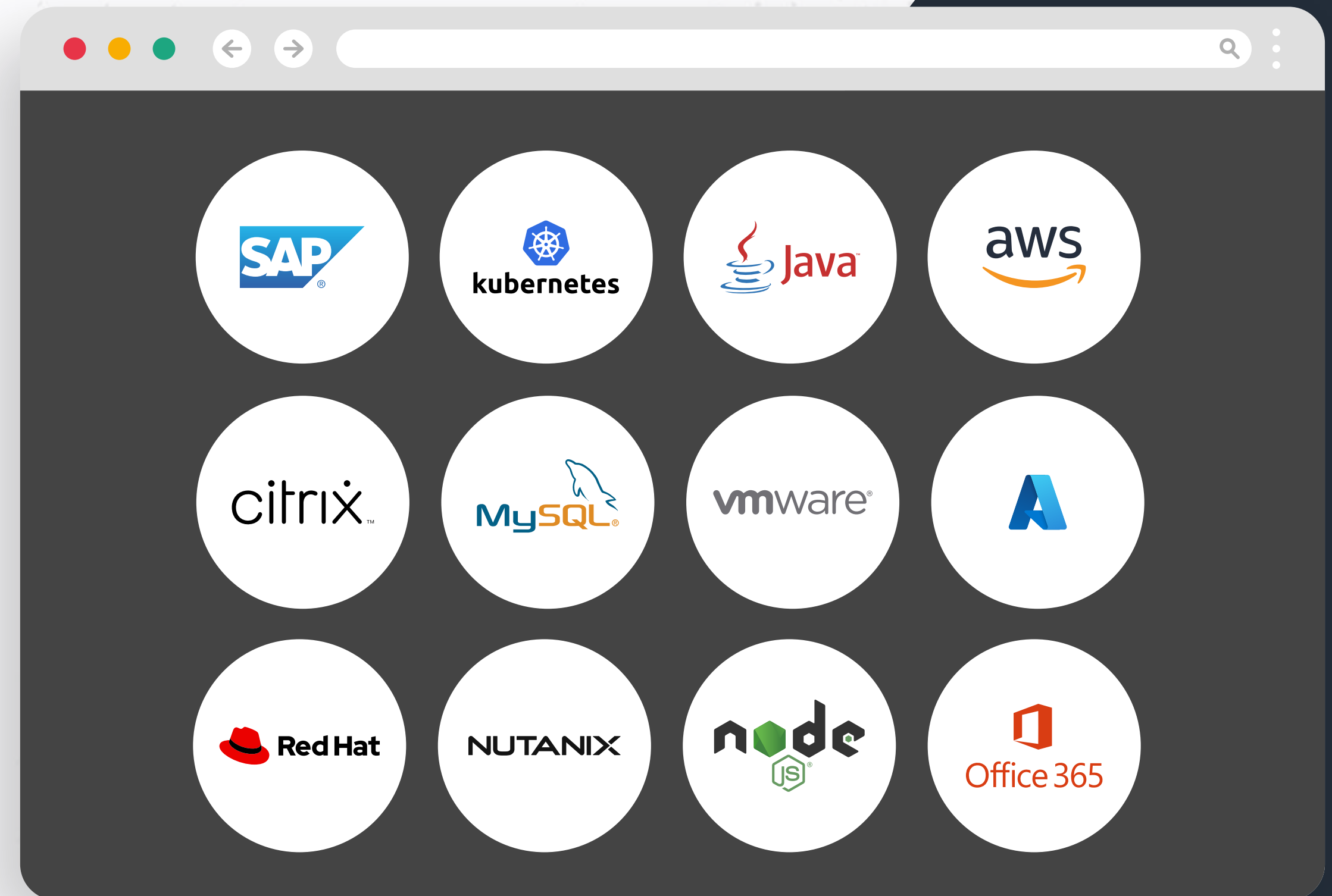
**Peter Dinh**
Senior Virtualization
Engineering Lead, eBay Inc.

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# Myth #7

## AIOps Is a One-Size-Fits-All Solution

**Reality:** AIOps solutions are customizable. Tailor them to your specific needs and challenges, ensuring that you get the most relevant insights and automated actions for your unique environment.
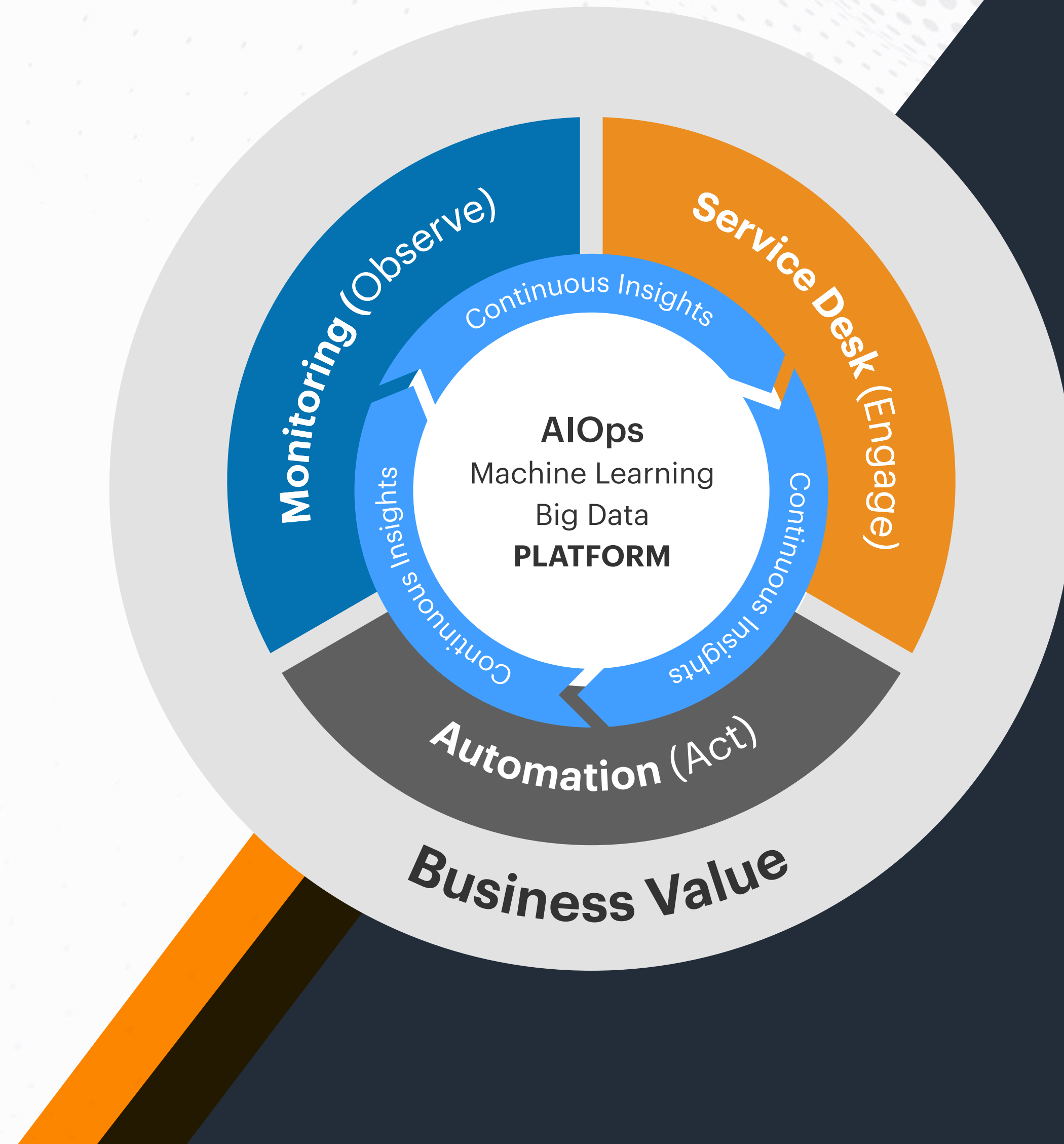
AIOps platform capabilities vary. eG Enterprise builds in domain aware intelligence that understands the dependencies and correlations between 500+ applications and infrastructure components.

# Myth #8

## AIOps Is Expensive and Resource-Intensive

**Reality:** AIOps solutions, like eG Enterprise, offer cost-effective options. The return on investment comes from increased operational efficiency, reduced downtime, and improved overall system performance. IT teams using AIOps powered observability and monitoring tools are freed from many tedious routine tasks and spend less time firefighting and troubleshooting issues avoidable issues.



Monitoring (Observe)

Service Desk (Engage)

Continuous Insights

**AIOps**
Machine Learning
Big Data
**PLATFORM**

Continuous Insights

Continuous Insights

Automation (Act)

**Business Value**

# Start your AIOPs Journey Today!

AIOps observability delivers tangible, measurable benefits. From improved system reliability and performance to time and cost savings, the impact on IT operations is substantial and quantifiable.

**Learn more about how eG Enterprise can help you unlock the full potential of AIOps without unnecessary complexity or contact us via info@eginnovations.com**

Embrace the transformative power of AIOps monitoring technologies to enhance your IT Ops team's efficiency and stay ahead of the curve.

# About eG Innovations

**Application Performance Monitoring**

Application Middleware Deep Dive

Digital Experience Monitoring

Analytics & Reporting

Distributed Transaction Tracing

Application Code-Level Visibility

Topology & Dependency Mapping

Auto-Baselining and Thresholding

End-to-End Infrastructure Visibility

Automatic Root Cause Diagnosis

Automatic Performance Correlation

**IT Infrastructure Monitoring**

Converged Application and Infrastructure Monitoring

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth, and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness, and deliver on the ROI promise of transformational IT investments across physical, virtual, and cloud environments

# Free Trial

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