ENTERPRISE INTEGRATION
AND DIGITAL ROBOTICS

24/7

The IT industry is changing at a rapid pace.

Every day it seems, some new term or technology is released to the masses that only serve to add additional complexity to our already complex and dynamic environments. Furthermore, we sleep less and less, being kept up at night by worrying about whether or not our core functions and teams are being utilized properly.

- **Are we getting the most out of our tools?**
- **Are we getting the most out of our people?**
- **Are we leveraging technology in the right place to get the best results?**
- **How do we sift through every available solution to ensure we are implementing the latest leading-edge technology products and services?**

If you ever asked yourself one or more of these questions, you are not alone. Many IT executives and managers are asking the same things of their organizations. Amazingly, there is one area of technology that hasn't really changed much over the years. That is, until now. Enterprise monitoring, alert management, and event correlation and aggregation have stayed mostly the same for the past decade, if not longer. You know the drill. Set up an expensive solution, trap all alerts to a single person, team, or teams and then hope that if a critical business application goes down, it gets noticed by the right person in enough time to avoid costly outages. Next day, wash, rinse, repeat. Well, not anymore.

Enterprise Integration has been an industry leader in managed services and software innovations for almost twenty years now. We have created a solution to this problem that not only revolutionizes the industry, but also reduces all overhead, cost, and

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consequently, risk in your infrastructure. The days of hoping your monitoring and response mechanisms can survive a catastrophic failure are over. Now you will know with certainty that all infrastructure problems are being addressed expediently and accurately.

HOW DO WE DO IT?

We have learned from our extensive experience that monitoring critical systems is only part of the equation. How you handle those events and alerts is usually a key missing piece. Using event aggregation and correlation, our Digital Robotics Engine ("DRE") autonomously collects, responds, and attempts to resolve issues within your infrastructure 24x7x365. That's right, all without human intervention!

Essentially, all incoming alerts from any system or device pass through our proprietary Digital Robotics Engine where they are then processed for certain characteristics. Our autonomous engine performs the following mission critical tasks on every single event coming in:

1. Examines the source of the alert and measures it against the site thresholds for prioritization and hours of operation. For example, some sites, if they have an issue at 2:00 AM are not a Priority 1 and there is no need to wake valued resources. However, the event may be a Priority 1 at 6:00 AM, in which case our autonomous engine will monitor the situation and escalate automatically at the appropriate time.

2. Analyzes the event to see if it is linked to other events coming in at the same time frame. In other words, if a connectivity alert comes in for a site, there is no need to continually alert on service accessibility for servers at the site, thereby reducing noise and frustration from the troubleshooting loop that must take place.

3. Investigates to see if there are alerts relevant to an existing event that have come in for this system. If a relevant event exists, the new alert(s) are suppressed and documented within the existing event notes. This drastically reduces event storm noise that commonly occurs in this given situation.

4. Concluding with one of the most important steps, the Digital Robotics Engine checks to see if it can resolve the alert by applying self-healing mechanisms to the troubled system. For instance, if a server has exceeded a free space threshold at 3:00 AM, the system will try to clear out known offending le and folder locations to see if it can reduce back down underneath the baseline. If it can, it documents and closes the ticket without a technician ever having to intervene or be contacted. If it can't, it escalates the ticket to the appropriate group for further investigation.

WHY IS THIS IMPORTANT?

A typical IT department receives thousands of alerts each month, where only a small portion are actionable items. Unfortunately, we are not psychic and can't readily tell which ones need immediate attention and which ones can wait, or be suppressed. Through a combination of machine learning and customizable self-healing, there is almost no end to what can be automated in our Digital Robotics Engine. Imagine the ten most common event- triggering alerts that every IT organization experiences being automated:

Free space errors in the server infrastructure

Backup job overruns and failures

Operating System and application service remediation

Application and critical system availability checks Memory and CPU subsystem spikes

Network connectivity and up/down states

Network traf c top-talker analysis and remediation

Round trip packet processing and latency thresholds on network devices and circuits

Customized and tailored work flows to meet your company's needs, such as scriptable and orderly restart processes on remote systems

Web server application pool recycling

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