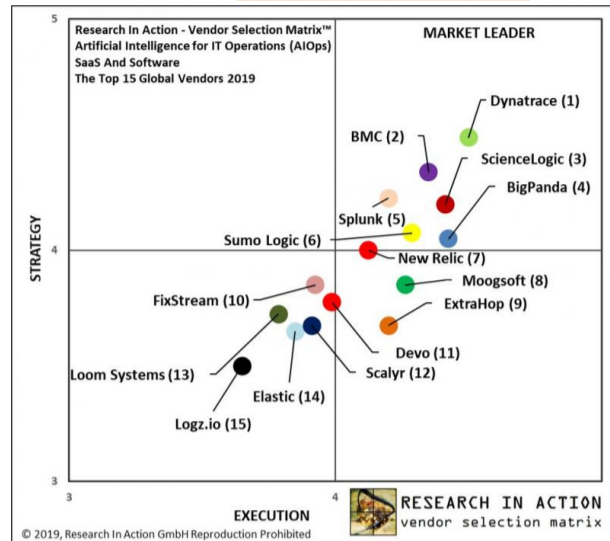


Press release

New Research In Action Vendor Selection Matrix™ Report – Artificial Intelligence For IT Operations The Top 15 Global Vendors 2019

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Germany – 25.06.2019 Artificial Intelligence for IT Operations (AIOps) has evolved from a science project to a solid management category within IT operations.

While 40% of IT teams still doubt the value of AIOps, 40% of modern IT teams are leveraging, piloting and exploring its value and the rest has put AIOps on their roadmap. Use cases differ depending on the organizations pains and goals and so does the vendor landscape and solutions. Fact is that those who have implemented AIOps are able to manage their highly dynamic infrastructure and software environments more efficient and productive and are shifting their value towards helping the business instead of hindering it.

Research In Action GmbH continues to expand its areas of coverage and publishes its newest market analysis report Vendor Selection Matrix™ – Artificial Intelligence for IT Operations (AIOps) SaaS and Software: The Top 15 Global Vendors 2019. The Vendor Selection Matrix™ is a unique, primarily survey-based methodology for comparative vendor evaluation. A minimum of

60% of the evaluation results are based on a combined telephone and online survey covering 1,500 business and IT buyers in enterprises worldwide. The analyst's opinion accounts for a maximum of 40% of the evaluation results (not close to 100% as in most other vendor evaluations).

Detailed report information: [RIA_VSM AIOps GL 2019 WWW.pdf](#)

Eveline Oehrlich, Research Director for IT Automation at Research In Action GmbH comments:

- Digital transformations are forcing a new IT operations archetype. Digital transformation must focus on customer experiences, service ecosystems, and resource integration as part of value cocreation. To support these transformations, IT operations must help their organizations meet evolving market demands of digital transformations through implementations of new technologies, development of new applications and migrations to the Cloud. To cocreate value with different actors in the service ecosystem, IT operations teams are shifting towards a service center archetype delivering digital infrastructure and services.
- Service Center archetype requires a new way of working. The delivery of digital infrastructure and services causes a myriad of complex environments all producing huge volumes of data and an exponential growth in event noise. To sustain as a successful service center, IT operations must ensure ongoing service availability and eliminate IT outages.
- IT operations must shift away from mean-time-to-resolution (MTTR). Digital business thrives on positive customer experience which is dependent on the health of the digital infrastructure and ecosystem. Today's IT operations traditional metrics of mean-time-to-resolution reflect old methods of restoring but ignore the impact on customers which is most important to the service ecosystem and its partners. IT operations teams must strive towards time-to-business-impact (TTBI) to reflect the digital economy thinking towards customer impact.
- Time-to-business-impact needs insights and automation. Simply renaming a metric is not enough and must be supported with analytics and automation to determine if and when a customer might be impacted. This way of working requires understanding dependencies, reducing root cause analysis, improved data accuracy to reduce the signal from the noise, proactive alerts and much more. Modern IT organizations must leverage time-to-business-impact (TTBI) as a predictive metric towards customer impact to inform stakeholders of potential issues.
- IT operations is at an inflection point towards becoming proactive. Large volumes of data are draining the traditional CAPM and ITSM/ESM (ITESM) tools and make it impossible for IT operations to become proactive. The demands of the digital business require a modern way of managing incidents and service health in an automated way leveraging artificial intelligence and machine learning to improve decision making and automation. Observational and engagement data must be analyzed to react and remediate in real-time. Combined with automation either during or after analysis will enable continuous ongoing improvement and shift IT operations to working in a proactive and predictive way.
- Big Data platforms are fundamental towards streamlined interactions. The goal towards eliminating issues which could impact the end customer negatively requires the presentation of relevant data and perspectives to functional groups so that they can work together preventing or solving issues across the ecosystem. This requires Big Data platforms which federate and synchronize data in a smart way with the goal to eliminate impact to the customer. Correlation, pattern matching, and other algorithms are applied to provide insight for further automated actions by either humans or digital agents

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Vendor Selection Matrix™ Disclaimer:

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About Research In Action:

Research In Action GmbH is a leading independent information and communications technology research and consulting company. The company provides both forward-looking as well as practical advice to enterprise as well as vendor clients.

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