New Research In Action Vendor Selection Matrix™ Report – AIOps Platforms: The Top Global Vendors 2022.

Germany – June 14, 2022: AIOps Platforms are required for the next phase of managing the complexity of applications and business services across a digital business.

As a leader in global Service Management research, Research In Action has released its Vendor Selection Matrix™ report on AIOps Platforms: The top global Vendors 2022. The continuous growth in volumes of data across applications, services, and technology stacks is a huge challenge for IT Enterprise teams to derive meaningful insights no matter if in Application Development or in IT Operations. In an earlier phase, Artificial Intelligence for IT Operations (AIOps) was a way to augment human IT operators who previously had to wade through many screens to pinpoint the problem to take next steps. While the adoption AIOps has already gained acceptance within the IT Operations team, Application Development and Service Support functions are also seeing the benefits of leveraging AI to predict, prevent, or analyze within their context and area of responsibilities. Many sceptics have overcome their hesitation, uncertainty, and doubt about what the usage of artificial intelligence can bring and are applying AI across many different areas within IT functions. The vendor solutions vary greatly in how AI is applied to deliver benefits, and which use cases are addressed. Today, AIOps has become a term which describes the next phase of managing the complexity of applications and business services for the digital businesses and gives IT and business teams more power to satisfy their different constituencies.

OUR MARKET IMPACT OVER 12 MONTHS

Members In Our Survey Panel

125,000 IT Automation
90,000 Marketing Automation

30 Research Reports Published

400+ vendors evaluated
14,000 views per report (average)

10,000+ Active Enterprise Survey Participants

all with budget responsibility

15 Press Releases

2,000 views per press release (average)

**Vendor Selection Matrix™: The right mix makes all the difference
63% customer evaluations + 37% analyst's judgement = 100% success**
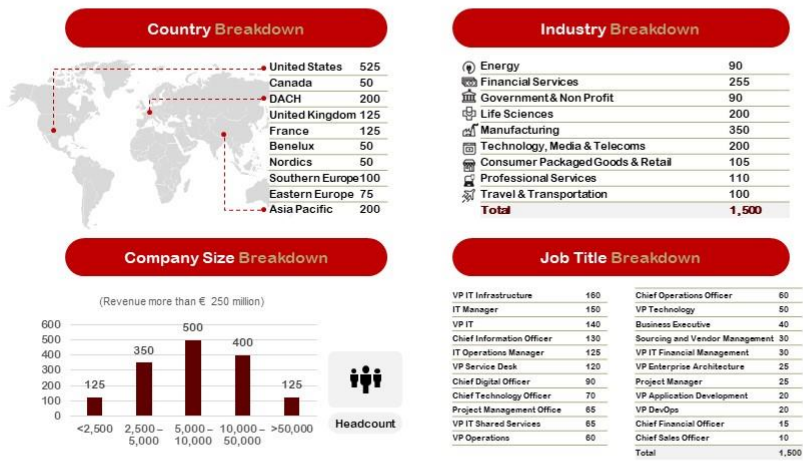
RESEARCH IN ACTION
vendor selection matrix®

The Vendor Selection Matrix™ is a primarily survey-based methodology for vendor evaluation where 63 % of the evaluation is based on a survey of enterprise, marketing, or business decision makers and 37% on the

analyst's opinion. The analyst's input is fed by a combination of intensive interviews with software or services vendors and their clients, plus their informed, independent point-of-view as an analyst. All of this combines to make Research in Action Vendor Selection Matrix™ reports so unique. This approach is one of the key differentiators of Research In Action in market research. For this report we interviewed 1,500 enterprise IT and business managers with budget responsibility in enterprises globally. We selected those vendors who achieved the best evaluations scores from the buyers but disregarded those with fewer than 15 evaluations. In the report, we discover not only why they are doing these projects, but also which software vendors are the most known and what do the businesspeople think about those vendor's products and services. Report details can be viewed here.

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

- **AIOps is a capability within Observability.** While AIOps is still seen somewhat of a different topic and market, AIOps is an essential compliment to Observability as it adds additional meaning to the data leveraging Artificial Intelligence and Machine Learning and it should be a critical priority for any modern monitoring strategy. Observability goes hand in hand with Application Performance Monitoring & Management (APM)**.**

- **AIOps will expand atop of Observability.** DevOps and other methodologies and practices such as Site Reliability Engineering (SRE) and Chaos Engineering keep growing in adoption across IT organizations. According to the DevOps Institute, DevOps adoption lies at 58%, SRE adoption at 18%, and Chaos Engineering at 13% in 2021. These modern ways to plan, deploy, release, operate and monitor applications and services require proactive, predictive, and holistic management

philosophies. If AI is applied across the different steps within the life cycle of an application or service and its dependencies, it will aid these teams with different lenses to explore, understand and take actions within their responsibilities to ultimately improve the reliability and availability of applications and services.

- **The AIOps promise to anomaly detection is attractive.** Today's ecosystem consists of complex interdependent application stacks. Business services are supported through multiple application layers atop of a broad and diverse infrastructure. Atop of this diverse infrastructure and application technologies, innovations such as serverless architectures and hybrid cloud ecosystems cause additional challenges to ensure the reliability of services and a proactive way of managing them. The existing monitoring tools are not able to provide end-to-end visibility nor provide proactive insights in real-time and for drill downs.

- **Who came out on top?** Here are the top vendors of the Vendor Selection Matrix™ – AIOps Platforms: The top global Vendors 2022 (listed alphabetically):

  - BIG PANDA
  - BMC
  - BROADCOM
  - CISCO APPDYNAMICS
  - DYNATRACE
  - MICRO FOCUS
  - MOOGSOFT
  - NEW RELIC
  - OPSRAMP
  - SCIENCELOGIC
  - SPLUNK

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.

Press Contact:

Research In Action GmbH

Eveline Oehrlich

Research Director

Alte Schule

56244 Hartenfels

Germany

Telephone: +49 151 40158054

E-Mail: eoehrlich@researchinaction.eu

Internet: www.researchinaction.eu