

TRACE3



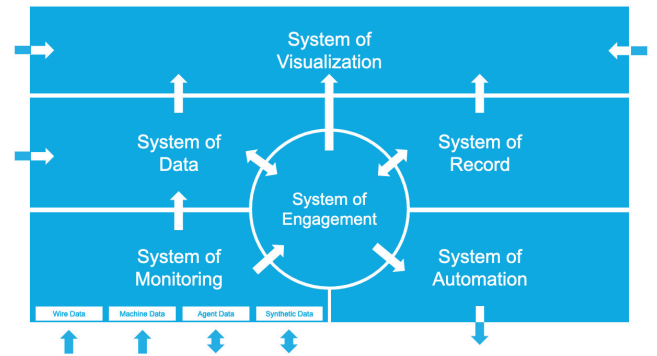
INTELLIGENT OPERATIONS

Delivering next generation platforms to discover patterns, identify anomalies, and produce meaningful insights.

Businesses are becoming increasingly software-driven and customer-centric. To maintain their competitive advantage, organizations now realize that data is the currency required to acquire operational business outcomes. The need to mine, store, and analyze data is driving organizations to assess existing tools and deploy new solutions to implement modern platforms.

THE SYSTEM OF ACTION

Intelligent Operations (iOps) focuses on operational business outcomes using forward leaning modern platforms that leverage concepts and techniques borrowed from data intelligence. Our approach to AIOps involves a multi-stage transformational journey across six key areas in a reference architecture we call, The System of Action. The System of Action consists of the monitoring, engagement, automation, records, data warehousing, and visualization. When implemented and integrated correctly, these six areas foster timely business decisions and help to proactively reduce discovery and repair times.



THREE PILLARS OF INTELLIGENT OPERATIONS

Trace3's iOps business unit centers around three pillars that work together to create a data-to-decision pipeline. This evolution of data into insights ultimately allows organizations to increase the effectiveness of their investments, both people and technology, as well as position the organization for positive change.

Observation—Focuses on collecting, storing, and analyzing operational telemetry

Engagement—Focuses on operational awareness and efficiency

Action—Focuses on process automation and orchestration

YOUR TRANSFORMATIONAL JOURNEY BEGINS TODAY

Trace3 is your digital transformation tour guide. We use a methodical approach that paves a path from where you are now, to where you want to end up on your journey. Whether you are just starting out and want to assess your current operational capabilities, need help designing and deploying an optimal solution in your environment, or seeking ongoing support with an existing implementation, Trace3's team of experienced architects and engineers is here to help you achieve success. Create a roadmap that captures your current operating state to remedy weaknesses while fostering your strengths—establish a vision, discuss trends, and determine how best to transform your business while mitigating risk. Together, we'll create a plan that encompasses who you are and what you want to become.

Technology leaders are being asked to deliver business outcomes without enough time, people, or budget. Trace3 understands that. We've built a business to help you deliver those outcomes and keep up with the rate of change.

THE SYSTEM OF ACTION EXPLAINED

By compartmentalizing IT operations into six key categories or systems, we have created a prescriptive model that allows us to be laser focused on solving deficiencies in your organization's operational stack.



SYSTEM OF MONITORING

The foundation of IT operations is the System of Monitoring, which includes various tools used to collect, store, and analyze telemetry. The metrics collected at this layer allow us to understand how your services and resources are being consumed and utilized. To achieve full visibility, customers need to collect four specific types of telemetry; Wire Data, Agent Data, Machine Data, and Synthetic Data. When combined, this collected data provides a complete story of your environment and insights that help you make sound decisions.



SYSTEM OF ENGAGEMENT

The System of Engagement architecture is used to aggregate, correlate, enrich, and route events in real-time. The events often include raw data sent from a myriad of applications, hosts, and network resources. Here, operators, technicians, and engineers can identify root cause for incidents and effectively collaborate on remedial activities to reduce the impact to the business.



SYSTEM OF DATA

Working in tandem with the System of Engagement, the System of Data consists of one or more technologies that act as a warehouse or lake to store and analyze structured, semistructured, and unstructured data over long periods of time. This allows your data scientists to discover patterns, detect anomalies, provide historical views, and understand behavior across IT operations. The System of Data also establishes a foundation for deep learning initiatives.



SYSTEM OF RECORD

Every organization utilizes processes to bridge the gap between people responsible for executing specific workstreams and the underlying technology to facilitate those activities. Those processes often manifest within a fact-based platform, specifically aligned to provide the organization with a means of modeling and optimizing those business processes. The functions found within the System of Record often support a dedicated Service Desk to engage with customers, both internal and external, when questions arise or issues cause a disruption to the business.



SYSTEM OF AUTOMATION

Automation and orchestration are growing needs for IT operations. The ability to enact change programmatically allows for autonomous and event driven changes to be carried out expeditiously. Automation and orchestration is often associated with self-healing to adapt to the ever-changing waxing and waning demand of your environment.



SYSTEM OF VISUALIZATION

Data is usually federated, residing in many different locations, both inside and outside an organization. This often requires technologies that can display the data from disparate locations using APIs and other integration techniques for data extraction, transformation, blending, and analysis. The objective is to express the data in a way that provides meaningful business insights and experiences based on the consumers role.