

HCLSoftware

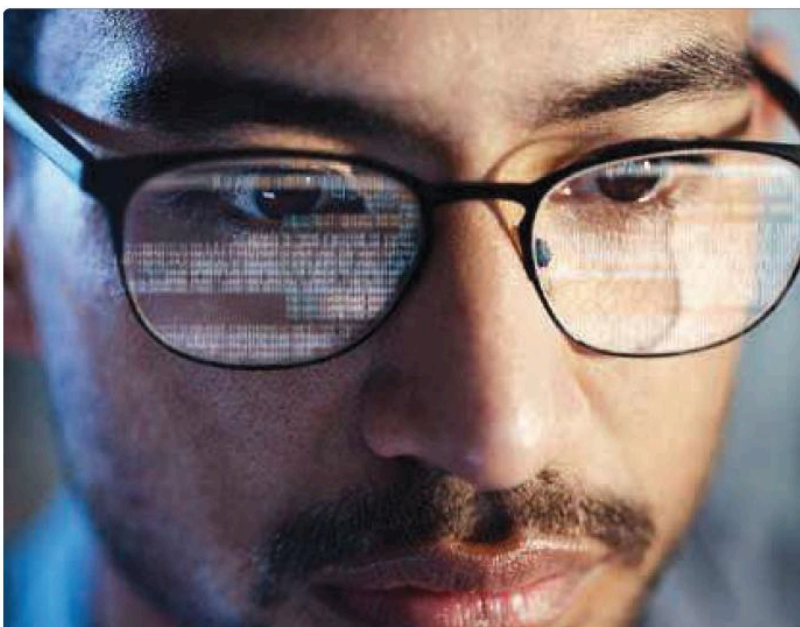
HCL IntelliOps Event Management

Data Sheet



As businesses are embarking on their journey towards an Autonomous Enterprise, IT operations become critical in ensuring continuous service availability and assured customer experience. Any business outage due to noise in the underlying IT landscape impacts the revenue and brand reputation. To ensure availability, enterprises rely on numerous tools to monitor different technology layers. However, these siloed tools create new problems. They generate a flood of alerts, many of them are duplicates or irrelevant, with no unified view of the overall alert landscape. IT teams are often overwhelmed as they juggle between manually correlating alerts, assessing the impact, and prioritizing the issues. High dependency on tacit knowledge increases the operational risk and might lead to even more severe issues.

On the other hand, engineers and service desk personnel are tasked to process numerous incidents that require them to perform various diagnostic activities, manual operations, repetitive tasks, opening multiple dashboards, verifying metric, and log data from multiple tools. All of these increases mean time to detect (MTTD) and mean time to resolve (MTTR) for incidents, resulting in SLA breach. An AI-driven solution for event noise reduction, intelligent alert correlation and efficient actionable resolution is required to optimize the ITOps solutions. In this vibrant network, a smart assistant—HCL IntelliOps Event Management arrives. This groundbreaking solution amalgamates the power of AI-Powered Real Time Event Intelligence, granting CIOs a renewed sense of control and certainty. As the narrative of enterprise transformation unfolds, it stands as an emblem of innovation, empowering CIOs to streamline their IT lifecycle and embrace new-found agility. This dynamic capability not only mitigates risks but also strengthens the organization's ability to adapt and thrive in an ever-evolving digital landscape.



Introduction to HCL IntelliOps Event Management

HCL IntelliOps Event Management (IEM) is an AI-powered IT event management and automation platform that empowers organizations with industry-leading capabilities such as real-time topology-based alert correlation, ML-based pattern recognition, and intelligent incident remediation. By unifying efficient noise reduction, anomaly detection, and automated resolution workflows, HCL IEM transforms IT operations from reactive firefighting to proactive, automated service delivery. IT teams can cut through alert floods, identify root causes faster, and streamline incident resolution with confidence across complex, distributed hybrid environments.

The product offers seamless integration with an organization's existing element monitoring tools. This is achieved using the Integration Management Module (IMM), a component of IntelliOps Event Management that offers single-click connectors for seamless integration with leading element monitoring solutions, ensuring a comprehensive data ingestion via NiFi in real-time to improve system's performance. HCL IEM also offers integration with ITSM tools, to streamline actionable management processes.



HCL IntelliOps Event Management: Key Features

Flexible Anomaly Detection

Enabled dual-mode anomaly detection with ML-driven and static threshold mode, allowing precise alerting tailored to operational needs.

Intelligent Runbook Automation

Introducing ML-based playbook recommendations, automated runbook on Ansible Tower/AWX and BigFix, and integration with ITSM platforms for incident management.

Scalable MSP Operations

Centralised management for events and metrics across multiple customers, consolidated data views, entities, integrations with multiple ITSM, enhancing operational efficiency.

Streamlined Authentication and Enhanced Security

Supports SAML 2.0 integration, allowing seamless and secure authentication within the platform, eliminating the need for separate login credentials and enhancing user experience.

ChatOps and CVA driven collaboration

Enables quick chat and collaboration with the team for efficient communication thereby reducing MTTR along with automated notifications to operators for assigned actionable.

ML-Based Alert Correlation

Leverages a robust correlation engine and condition-based correlation for automated grouping and mapping of alerts with an efficient feedback system to avoid irrelevant alerts to actionable grouping.

Noise Maintenance Window Support

Filters out irrelevant data to reduce noise and focus on meaningful events. There is noise rule configuration with maintenance windows support.

Ops Assistance – Related Change/Problem

Helps in addressing impact assessment for continuous improvement and prioritize actionable based on their potential impact.

Topology-based Alert Correlation

OOB correlation rules are available for correlation of alerts based on relationships between entities defined in the system.

Cost Saving Views

Maximizing operational efficiency and resource utilization by driving cost saving and service details within an integrated dashboard view of system-wide data ingestion.

Real-time Interactive Visualization

Provides user-friendly dashboards for real-time interaction with metric view, service view, and topology view. Timeline view is also available for events, alerts, and actionable.

Connector Management via IMM Portal and Ops Continuity

Offers single-click connectors for comprehensive data ingestion via Apache NiFi. Event Room availability for continuous service delivery during connectivity loss with Cloud.

Automatic or Semi-automatic Ticket Creation

Offers integration with Service Now to streamline actionable management process. The operator can semi-automatically generate a ticket via HCL IEM or leverage the benefit of automatic ticket creation via ServiceNow.

Group Management for Enhanced Data Access Control

Ensures restricted data access and customized views in the user interface using groups. It plays a vital role not only in enhancing security but also streamlining user experience by presenting relevant data.



HCL IntelliOps Event Management: Key Integrations

Data Ingestion Connectors

Ingestion of event and configuration data into HCL IntelliOps Event Management for performing event management functions can be done via:

Event Connectors

VMware Aria Operations	Nagios	RabbitMQ	Zabbix	SolarWinds HCO	LogicMonitor	
Dynatrace	AppDynamics	New Relic	Datadog	SNMP V1/V2	SNMP V3 Generic	
Splunk	DX Spectrum	Sumo Logic	ScienceLogic	SCOM	Grafana	GCP
Fluentd	AWS-Push	Elasticsearch	Azure	Nimsoft	SocketLAM	OpenNMS
Syslog	SolarWinds SWO	Apache Kafka (SSL)	Email-IMAP	Email-POP3		

Metric Connectors

Zabbix	Dynatrace	Logic Monitor	Elasticsearch (ELK)	OTel
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Performance Connectors

Dynatrace	Datadog	New Relic	LogicMonitor	vCenter	Zabbix	SolarWinds HCO
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CI Connectors

ServiceNow CMDB

ITSM Tools

The purpose is to fetch the ticket data from the ITSM tool to read or understand the ticket and make any changes to it, such as updating the status, work notes or closing the ticket. Integration offered with:

ServiceNow	HCL BigFix Service Management
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HCL IntelliOps Event Management: Deployment Option

HCL IntelliOps Event Management is available on cloud as a SaaS offering

Deployment-SaaS via GCP



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HCL IntelliOps
Event Management

Implementation Timeline

Due Diligence

- Understanding the customer's environment
- Requirement gathering for 3rd party monitoring tools and application monitoring integrations
- Preparation for high level diagram (HLD) and low level diagram (LLD) for HCL IEM implementation

Customer Onboarding

- Customer tenant creation in IEM SaaS
- Provision of infra for local IMM setup with base build configuration
- Network connectivity of IMM with HCL IEM
- Customer onboarding on HCL IEM

Data Ingestion

- CI data ingestion
- 3rd party monitoring tools/ scripts integration
- ITSM integration
- Metric data ingestion

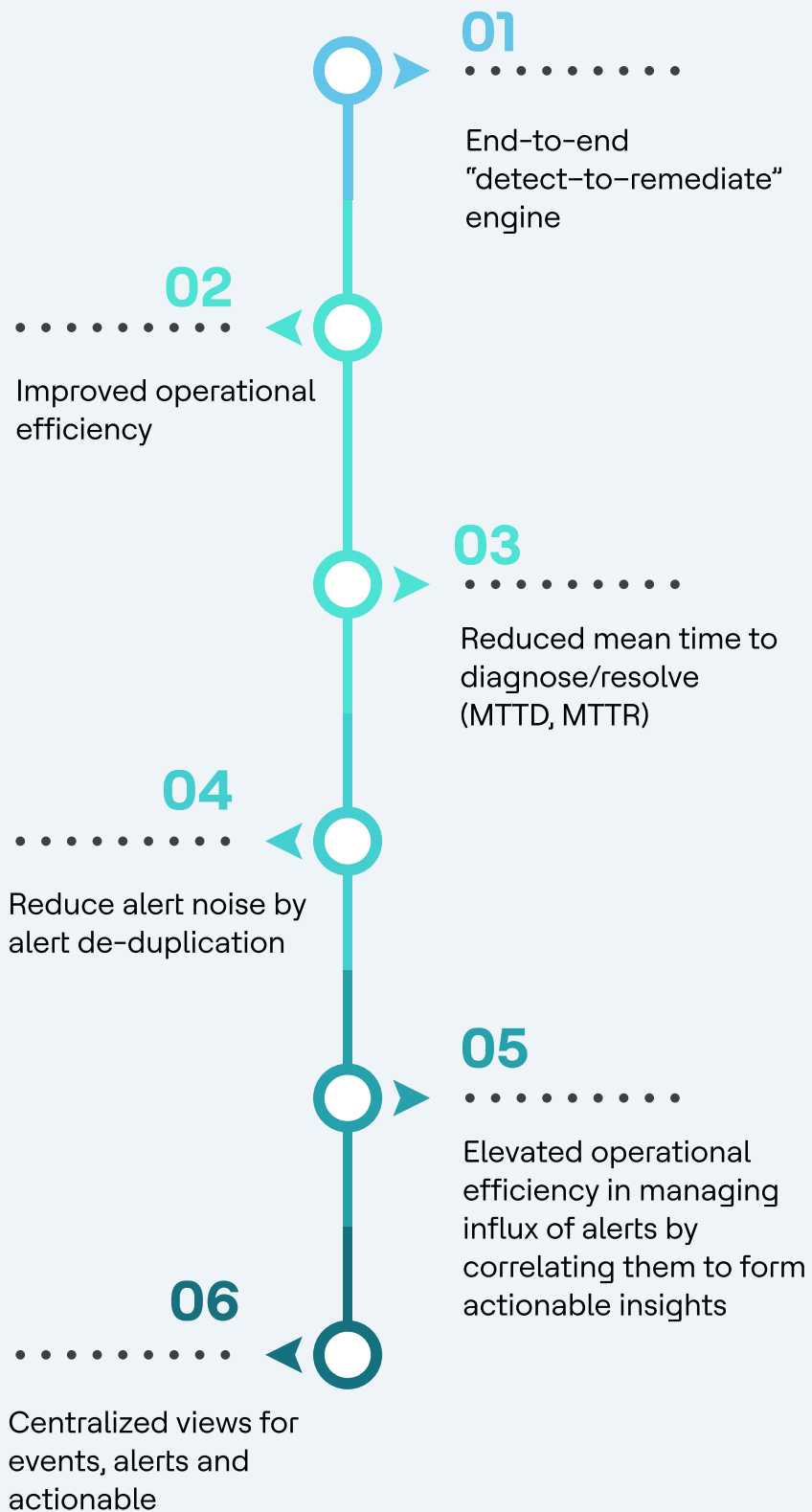
Data Processing

- Configure noise filtering and enrichment
- Correlation configuration
- Configure service views and reports
- User training & acceptance

Go Live

- End user operator training

HCL IntelliOps Event Management: Key Benefits



The Benefits of Leveraging AI for Event Management

Here are the key benefits of leveraging AI for event management so that IT turns into a source of competitive advantage:

Lower costs

Implementation of AI in IT operations leads to long-term cost reduction by minimizing the need for a large command center workforce. This not only reduces operational expenses but also decreases resolution time for issues, mitigating potential financial losses for the enterprise.

Efficiency

It boosts the efficiency of the human workforce by enabling them to do more in less time. It helps them focus where their attention is needed the most, and augments their skills with real-time, ready-to-use actionable insights.

Resilience

The automation and noise reduction capabilities of AI contribute to making enterprise IT systems more resilient. This resilience extends to handling downstream and upstream changes, as well as mitigating the impact of systemic failures.

Predictability

Proactively analyzing incident data can reveal usage patterns and recurring problems in digital systems. This can make system needs more predictable, and therefore easier to plan for, reducing the costs of unanticipated outages.

Achieve noise reduction, actionable insights, and efficient remediation for your IT operations

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About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.