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HCL IntelliOps Event Management

An AI-Powered Real Time Event Intelligence

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.

Capabilities

Intelligent Event Correlation

AI-driven alert correlation with topology-based and ML-based analysis automatically identifies root causes and groups related incidents. Reduces alert noise significantly through automated deduplication, enrichment, and intelligent filtering with configurable maintenance windows.

ML-Driven Anomaly Detection

Continuously monitors performance metrics using machine learning models to detect abnormal patterns and predict potential issues before they impact services. Supports both static threshold-based and dynamic ML-based detection for flexible, precision alerting.

Automated Incident Remediation

ML-powered playbook recommendation engine analyzes incident context to suggest optimal runbooks for resolution. Supports both automated and manual runbook execution on Ansible Tower/AWX and HCL BigFix, with ITSM integration to update incident status and work notes in real-time.

Runbook Orchestration

Access to 4000+ production-ready runbooks spanning server management, cloud operations, database management, application services, and more. Automated execution hands-free resolution of common issues.

Resilient Operations

On-premises gateway with multiple out-of-the-box NiFi connectors for seamless integration with monitoring tools. Ensures continuous operations with Event Room capability and automated health monitoring during cloud connectivity disruptions.

Key Features

- **End-to-End Detect-to-Remediate Engine**
  Complete workflow from metric anomaly detection through alert correlation, ticketing, to automated runbook execution in a unified platform.

- **ML-Based Alert Correlation with Feedback System**
  Intelligent correlation engine that continuously learns from operator feedback to improve grouping accuracy and eliminate false positives over time.

- **Topology-Based Alert Correlation**
  Out-of-the-box correlation rules leverage service relationships and dependencies to identify root causes and impact across the IT infrastructure.

- **Production-Ready Runbooks**
  Comprehensive automation library spanning infrastructure, cloud, applications, databases, networks, and preventive health checks for immediate time-to-value.

- **Built-in MSP-Grade Multi-Tenancy**
  Native multi-tenant architecture with centralized cross-tenant views and policy-based segregation, designed for MSPs and large federated enterprises.

- **ChatOps and GenAI-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.

- **Resilient Operations with Event Room**
  On-premises Event Room maintains full operational visibility and access to critical events data during cloud connectivity disruptions.

Benefits

Resolve Service-Impacting Incidents Faster	Gain Clear Operational Visibility Across Complex Environments	Scale IT Operations Without Added Complexity
With AI-powered alert correlation and topology-aware intelligence,HCL IEM helps teams quickly cut through alert noise, identify true root causes, and act and resolve the incidents that actually impact services.	HCL IEM unifies events from across applications, infrastructure, cloud, and network tools into a single operational view, bringing context, relationships, and impact together.	Designed for high-volume, hybrid environments, HCL IEM enables IT teams to manage growing event loads and operational demands without adding tools, headcount, or manual effort.
Restore services faster with confidence.	**See what's happening. Know what to fix.**	**Scale operations without scaling chaos.**

Real Business Impact

Reduce alert noise by up to	Reduction in incident investigation time by up to	Reduction in actionable alerts by up to	Reduction in unexpected outages by up to
80%	**70%**	**50%**	**50%**

Experience HCL IEM in Action

To learn more, please write to:

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