

# AIOps from Broadcom®

## Overview

For businesses today, delivering optimized, high-value digital experiences is not just important, it is a matter of survival. Consequently, the pressures on IT teams continue to mount. IT teams work under this pressure while they strive to track and manage service levels, and contend with the increasingly dynamic, hybrid, and distributed nature of their computing environments.

To meet their charters, operations teams need AIOps from Broadcom. This solution enables IT teams to establish proactive, automated remediation capabilities that fuel superior user experiences, while offering fundamental breakthroughs in scale and efficiency.

## Business Challenges

The quality of service levels that businesses deliver through their digital channels is now a make-or-break competitive factor. Customers predominantly interact with businesses through digital channels, and that experience is what distinguishes one business from the next. Organizations serve a user and customer base with increasingly stringent expectations. Therefore, downtime, or even slow performance, can deliver a significant hit to an organization's reputation and revenues. However, while it seems delivering optimized service levels only continues to get more critical, meeting this objective only continues to get more challenging. IT teams are tasked with managing traditional on-premises systems and dynamic new technologies, including containers, serverless, cloud, virtual, and software-defined components.

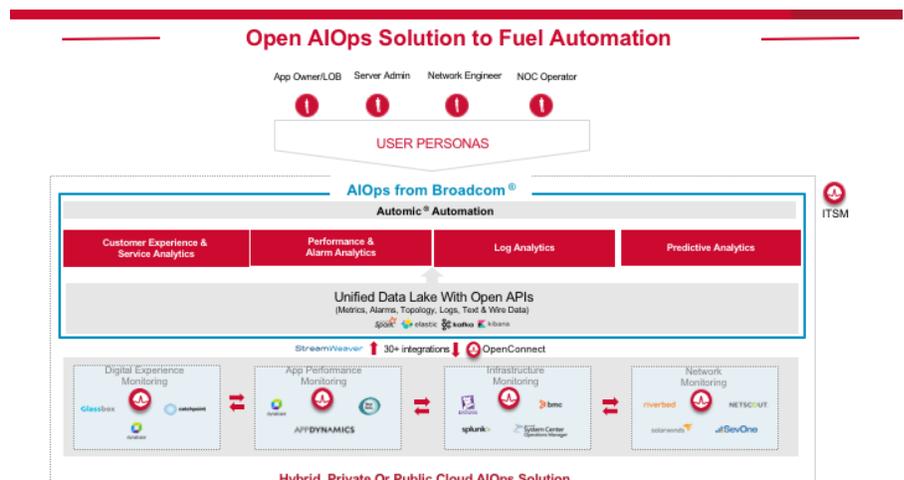
Plus, IT teams have to contend with explosive growth in the volume, variety, and velocity of operational data associated with multi-cloud, microservices, and IoT environments. Compounding matters is the fact that these teams have tended to deploy operations monitoring and automation in a siloed, opportunistic fashion. Ultimately, these point monitoring and automation tools are ineffective and inefficient in managing modern environments.

## Key Benefits

- **Boost service levels.** Harness the predictive insights and orchestration capabilities that enable you to automatically identify and remediate issues.
- **Enhance operational efficiency.** Eliminate manual efforts, streamline workflows, enhance collaboration, and establish autonomous operations.
- **Enhanced scalability.** Gain the automation and insights that help to scale operations and services.
- **Enhanced agility.** Speed up your agility and improve the quality and speed of your DevOps project.

## Key Features

- **Predictive issue identification.** Provides machine-learning algorithms that predict potential issues that could affect service levels.
- **Holistic visibility.** User experience and performance analytics for applications, infrastructure, and networks provide comprehensive visibility into your digital delivery chain.
- **Zero-touch automation.** Rapid, reliable, fully orchestrated service delivery. A broad integration portfolio that ranges from mainframes to modern, cloudnative applications, microservices, and serverless approaches.
- **Automated topology mapping.** Discovers and maps IT assets and delivers rich analytics.
- **Cross-domain correlation.** Gathers and correlates intelligence from multiple layers and domains to fuel automated root-cause analysis.



## Solutions Overview

AIOps from Broadcom provides the capabilities that your IT teams need to manage their diverse, hybrid environments. The solution features the following capabilities:

- **Monitoring and analytics.** Leverages AI and machine learning to deliver scalable digital operations monitoring and high-value analytics. Provides holistic visibility of the entire digital delivery chain, offering user experience analytics and capabilities for managing application performance, infrastructures, and network services.
- **Data aggregation.** Ingests structured and unstructured data from IT performance monitoring tools and imports it into a single, resilient data lake. Offers capabilities for ingesting data from any third-party source, offering coverage that spans from mainframes to cloud environments. Provides support for metric, alarm, log, topology, text, and API data.
- **Automation.** Delivers capabilities for push-button, fully orchestrated service delivery, offering comprehensive orchestration that supports the entire service stack and covers traditional open systems and mainframes as well as modern, cloud-native applications. Offers zero-touch automation of both process-oriented and remedial workflows. Enables rapid, reliable service delivery by eliminating delays and errors associated with manual efforts and handoffs. Helps IT organizations more consistently comply with their process and configuration policies.

## Benefits

AIOps from Broadcom enables service-driven, autonomous remediation. By leveraging this solution, your IT teams can realize significant benefits:

- **Optimized user experiences.** By harnessing predictive insights and fast, automated remediation, your IT teams can prevent issues and minimize the impact of those that do arise. As a result, your organization can be positioned to continuously deliver optimized digital experiences to end users and customers.
- **Maximized operational efficiency and staff productivity.** AIOps from Broadcom delivers automation across today's modern, dynamic and hybrid IT environments. With these capabilities, your IT teams can eliminate manual efforts, streamline workflows, enhance collaboration, and establish autonomous operations.
- **Enhanced scalability.** IT teams can wring maximum utility and value from their staff and infrastructures.

Consequently, these offerings make it practical for organizations to scale to accommodate the explosive growth in data, environments, and services.

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## Critical Differentiators

AIOps from Broadcom offers the following critical differentiators:

- **Predictive identification of potential risks to services.** Leverage machine-learning-based algorithms to predict issues that could affect service levels. AIOps from Broadcom maps issues to associated services, enabling more intelligent prioritization.
- **Automated root cause analytics across domains and technologies.** Machine-learning driven intelligence automatically identifies the probable cause of issues. The solution features topology analytics services that can automatically discover and map key IT assets. The solution can consume data and correlate intelligence from multiple architectural layers. Through this correlation, your teams can intelligently identify the true cause of issues and automatically remediate them, rather than simply tracking symptoms.
- **Comprehensive visibility.** AIOps from Broadcom delivers infrastructure, application performance, and network management services as well as user-experience analytics. Only AIOps from Broadcom provides support for your entire digital delivery chain, including mainframes, traditional open systems, and modern, cloud-native applications.
- **Contextual, automated remediation.** Automatically execute the remediation tasks that your complex, dynamic enterprise environment requires. AIOps from Broadcom delivers scalable, flexible, and easy-to-use automation that can be aligned with dynamic business and technical requirements. The solution can orchestrate delivery of services in business, application, and infrastructure layers, and provide this orchestration across on-premises open systems, mainframes, and cloud environments.
- **Complete automation functionality and flexible extensibility.** AIOps from Broadcom delivers the complete capabilities you need to implement automation across the full service stack. The highly reliable, scalable automation supports real-time, data-driven remedial and service-driven IT workflows. The solution also features pre-packaged, reusable service components that can execute more than 3,000 actions. Open APIs enable teams to establish an automation center of excellence. AIOps from Broadcom integrates with other automation tools, too; so you can leverage your existing library of workflows. Plus, through the Automation Marketplace, you can access more than 400 action packs that extend the solution even further.

For more information, please visit [digitalexperience.ai](https://digitalexperience.ai)

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### About Broadcom

Broadcom Inc. (NASDAQ: AVGO) is a global technology leader that designs, develops and supplies a broad range of semiconductor and infrastructure software solutions. Broadcom's category-leading product portfolio serves critical markets including data center, networking, enterprise software, broadband, wireless, storage and industrial. Our solutions include data center networking and storage, enterprise and mainframe software focused on automation, monitoring and security, smartphone components, telecoms and factory automation.

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