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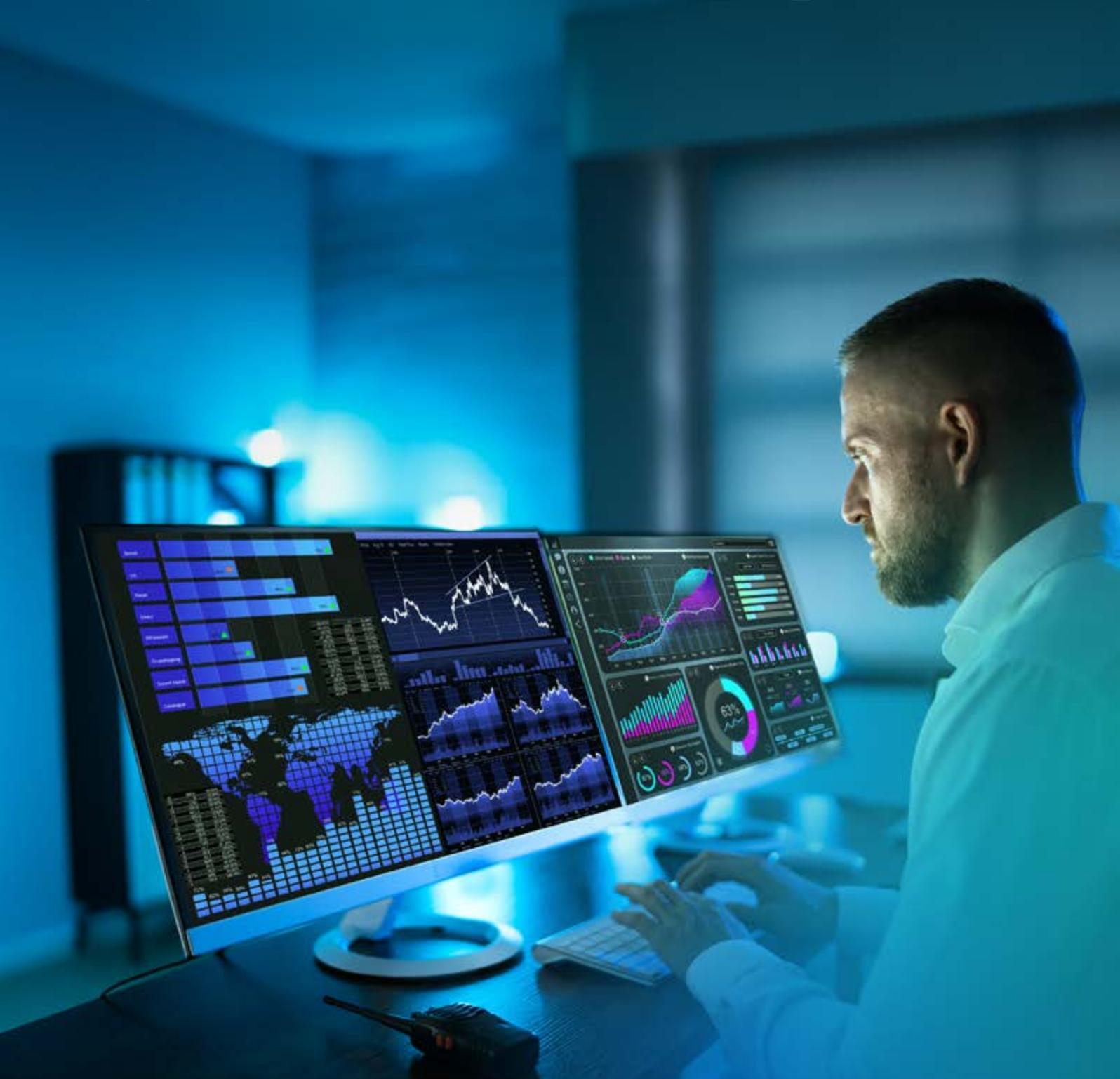
HCL IntelliOps
Event Management

AI-powered real time event intelligence

Value of HCL IntelliOps Event Management

IT operations professionals are familiar with 'event storms'- a term for when a problem triggers hundreds (or sometimes thousands) of redundant alerts from interconnected systems, making it harder to pinpoint the underlying cause. Teams struggle to keep up with the volumes or proactively detect the early symptoms of future service issues. And when IT finally gets to the bottom of an ongoing outage, they have to remediate it manually, causing further delays while the business continues to suffer. Alert noise is a growing concern for most organizations, as it impacts IT productivity as well as hampers IT's ability to attend to real alerts in a timely manner. False alerts are generally defined as alerts that are not actionable, repetitive or redundant.

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 up multiple dashboards, verifying metric and log data from multiple tools. In many cases, the process also involves coordinating with other IT personnel or creating a war room to bring the incident to closure. All of these increase 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 ITOps solutions.

HCL IntelliOps Event Management is a cutting edge, AI-powered, IT event management product which empowers organizations with industry leading capabilities such as real-time topology-based alert correlation, temporal-based alert correlation and efficient noise reduction.

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 HCL IntelliOps Event Management that offers single-click connectors for seamless integration with leading element monitoring solutions. With AI-driven capabilities, HCL IntelliOps Event Management identifies root causes, predicts outages, and reduces mean time to resolution, fostering collaborative teamwork and delivering real-time actionable insights. This streamlined approach enhances cost savings, system resilience, and the end-user experience, making it an invaluable asset for optimizing IT operations on a global scale.

Challenges addressed by IntelliOps Event Management

Modern IT organizations and customers are facing challenges in following three key areas:

Inability to effectively predict and prevent IT service degradations or outages

IT operations teams are also faced with the major challenges when it comes to problem prediction and prevention. Traditional IT operational tools focus on performance and log monitoring and are not equipped to effectively predict impending issues or detect abnormal and anomalous behavior based on usage patterns. As IT environments continue to grow and expand, IT operations teams are increasingly under pressure to effectively handle alerts and incidents and evolve into proactive operations to increase IT service reliability and resiliency.

Ever increasing alert and event noise

In today's fast-paced IT environments, the sheer volume of notifications can inundate teams, causing SMEs to struggle in distinguishing critical events from the noise.

Can we provide a robust solution to combat this issue by providing capabilities to effectively filter and prioritize alerts, ensuring that important issues are promptly identified and addressed while minimizing distractions. Alert noise is a growing concern for most organizations, as it impacts IT productivity and the process needs to be streamlined.

Complex and lengthy IT problem resolution process

Network Operations Center (NOC) 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 tasks increase mean time to detect (MTTD) and mean time to resolve (MTTR) for incidents, resulting in SLA breach.
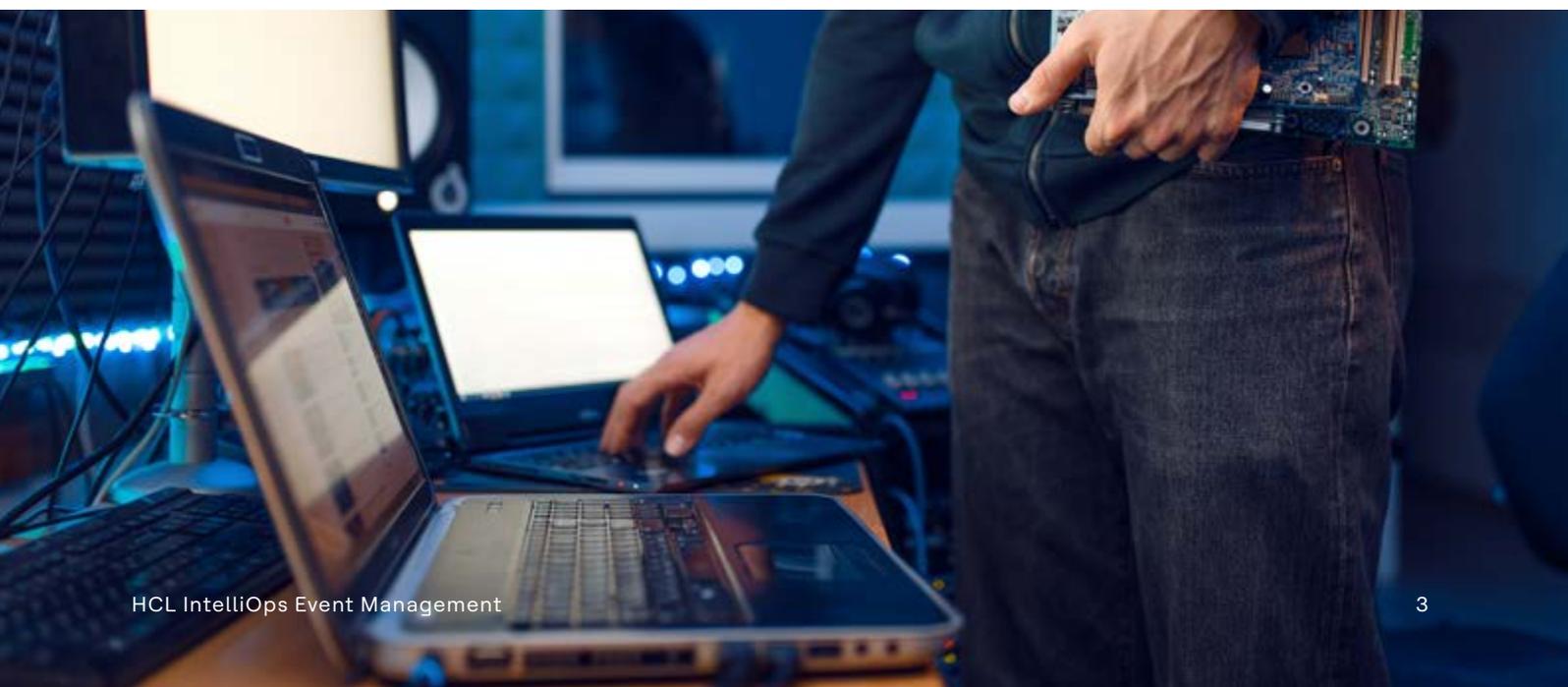
Key features

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 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.

Temporal-based Alert Correlation

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

Automated Noise Reduction

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

Related Problems and Changes View of Actionable for Effective Diagnosis

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 with 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.

OOB NiFi connector Management via IMM Portal

Topology, entity and service data ingestion via NiFi in real-time.

Automatic or Semi-automatic Ticket Creation

Offers integration with ServiceNow to streamline actionable management process. The operator can semi-auto-matically 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 in not only enhancing security but also streamlining user experience by presenting relevant data.

Business benefits

Cost savings: Reduced mean time to resolution (MTTR) and streamlined operations lead to lower operational costs.

Enhanced performance: Improved system availability and resilience result in increased business continuity and productivity.

Efficiency gains: Reduced noise and automated issue resolution processes boost overall operational efficiency.

Resource optimization: IT teams can allocate resources more effectively, leading to better resource management.

Higher customer satisfaction: Fewer disruptions and faster issue resolution enhance the end-user experience, improving customer satisfaction.

Agility: The ability to quickly respond to and resolve IT issues enhances business agility and adaptability.

Focus on what matters: Prioritize resolution of issues based on their service and business impact.

Impact realized / Typical value realized

Reduce alert noise by up to
80%

Reduction in incident investigation time by up to
70%

Reduction in actionable by up to
50%

Reduction in unexpected outages by up to
50%

About HCLSoftware

HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success with its IT investments through relentless product innovation.

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About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.