

Proactive IT, Powered by AI

In the wake of digital transformation, IT infrastructure complexity has grown at an astronomical rate, generating exponential amounts of data that manual processes simply can't keep up with. What makes it even harder to maintain is that this infrastructure is constantly morphing and changing. This alone can keep an IT team busy to the brim, but expectations still require you resolve requests, incidents, and performance issues fast – all without adding headcount.



Cherwell's AIOps solution helps IT organizations overcome this conundrum by combining cutting-edge artificial intelligence (AIOps) with powerful automation built for the complexity of modern IT environments. AIOps fuels agile and automated service delivery with a closed loop of self-running discovery, analysis, detection, and prediction behind the scenes.

Centralized infrastructure management, for more proactive and productive IT

Managing increasing infrastructure needs can seem daunting, especially when your team doesn't seem to be growing at the same rate.

- Centralize your view of data and domains
- Automate discovery and mapping of your infrastructure
- Keep your CMDB up-to-date
- Dissolve manual and repetitive tasks and processes
- Tone down the alarms

Avoid trips to the IT "war room" with self-discovery and predictive insights

Completely avoid or reduce outages from hours to seconds. Dramatically reduce mean time to resolution (MTTR).

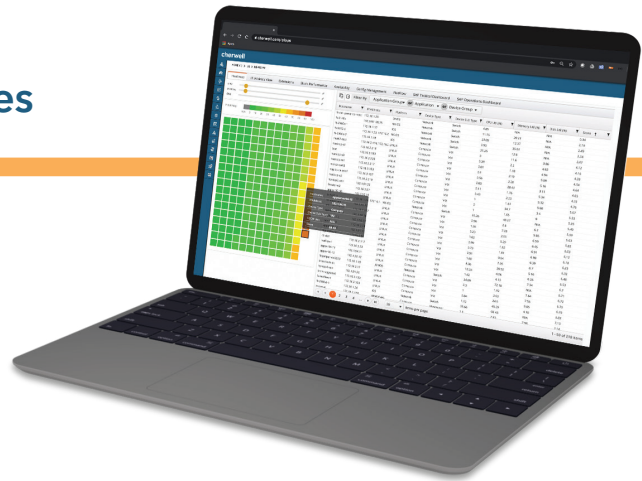
- See what's happening at all times with dashboards, visualizations and dependency data
- Isolate problem sources in seconds with root cause analysis
- Auto-discover, diagnose and rapidly resolve issues

Provide a smooth customer experience and drive results

Say sayonara to SLAs, which have become more compact than ever as IT teams accelerate digital transformation. IT success is directly tied to performance output and providing a great customer experience. AIOps helps you exceed expectations.

- Monitor the health of critical apps and overall infrastructure
- Save time and foster smoother customer interactions with automated tasks
- Stay informed and agile at all times with full-stack and business-centric visibility

Key AIOps Capabilities and Features



Agentless Auto-Discovery

Discover all of the computing, network and storage entities across your hybrid IT environment fast – and without ever deploying any agents.



Application Dependency Mapping

Keep track of the relationships between applications and the underlying hybrid infrastructure.



Infrastructure Visualizations

Use visualizations to identify and understand root causes – and fix them quickly – with the ability to overlay faults, alerts and tickets on top of topology maps.



Noise Reduction

Eliminate false positives, review time-series playbacks, correlate connected events to incidents and find the potential foot cause.



Predictive Analytics

Multivariate anomaly detection, dynamic thresholding and sequential pattern analysis fueled by artificial intelligence and machine-learning.



Automated CMDB Updates

Ensure your CMDB is always accurate and up-to-date with automated updates.



Multi-Layer Topology Maps

Intuitive topology maps facilitate operations by displaying how all of your physical, virtual and logical computing, network, and storage entities are connected to one another.



Real-Time Inventory Views

Always know exactly where your inventory stands, with the ability to view by device type or IP address range, in custom filtered groups or in a tabular list format.



Event Correlation

Capture, dedupe and categorize all events and alarms with auto-generated tickets organized by urgency.



Anomaly Detection

Detect potential problems before they become real with dynamic thresholds across multiple variables including seasonality to identify anomalous behavior.



Operational & Business Dashboards

Get at-a-glance visibility into the health of your infrastructure and business-critical applications.