

AIOps Services

Enablement services to improve service reliability, reduce operational noise, and support data-driven IT operations

AIOps Services provides specialist enablement to help organisations apply analytics, automation and machine learning to IT operations data. The service supports the establishment or enhancement of AIOps capabilities to improve visibility across complex environments, reduce alert fatigue, and enable proactive identification of service issues across on-premises, cloud and hybrid estates.

Buyers may select AIOps Enablement Services under a single call-off, tailored to their operational maturity and objectives.

AIOps Enablement Services

Enablement of AIOps capabilities to correlate events, metrics and logs to provide service-level insights and proactive issue detection.

Typical activities include:

- AIOps architecture and data model design
- Integration of events, metrics and operational data sources
- Service and dependency modelling aligned to business services
- Analytics configuration for anomaly detection and correlation
- Health scoring, alerting and service dashboards
- Validation, documentation and operational handover

Outcomes for Buyers

- Improved visibility of service health and dependencies
- Reduced alert noise through correlation and analytics
- Faster identification of root causes and service impact
- Improved operational efficiency and service reliability
- Clear documentation and operational readiness