Why You Need Endpoint Data in Your AI Strategy

Using SysTrack and AIOps to Improve IT Operations

What is AIOps?

Artificial intelligence for IT operations (AIOps) refers to software that employs AI, machine learning, and/or related technologies to help IT manage the vast amount of data coming from monitoring tools and find useful insights faster. AIOps tools augment key IT ops functions through the following ways:

- Deduplicating and filtering alarms
- Finding patterns across multiple data streams
- Making predictions based on historical events and trends

Why use endpoint data for AIOps?

AIOps platforms depend on quality data streams from monitoring tools to generate meaningful analysis and visualizations of the IT environment. Endpoint data provides information on system usage and performance, which offers unparalleled visibility into how IT is supporting business productivity.

AIOps with endpoint data simplifies and augments essential IT operations tasks, including event correlation and analysis, IT service desk support, and performance monitoring.

SysTrack Workspace Analytics + AIOps

SysTrack is a workspace analytics solution that helps IT improve end-user experience by optimizing the intersections between employees, technology, and business processes. In addition to continuously gathering metrics at the endpoint (whether physical or virtual), SysTrack provides both real-time and historical analysis and visualizations of the IT environment. SysTrack can be used independently or alongside an AIOps platform to support the needs of IT operations teams. Current AIOps integrations include IBM Operations Analytics – Predictive Insights.

Ask SysTrack | Natural Language Engine

AIOps is not limited to platforms and can also be found in supporting features. One such feature is Ask SysTrack, SysTrack's award-winning intelligent insight engine, which harnesses the power of IBM Watson to deliver answers to common IT questions based on natural language queries. A technician can type or speak a question related to the environment and Ask SysTrack will identify an area for further discovery. Ask SysTrack also integrates with Citrix Director for simplified virtual desktop support.

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