

# HCLSoftware

# HCL IntelliOps Event Management

Data Sheet



As businesses are embarking on their journey towards an Autonomous Enterprise, IT operations become critical in ensuring continuous service availability and assured customer experience. Any business outage due to issues in the underlying IT landscape impacts the revenue and brand reputation. To ensure availability, enterprises rely on numerous tools to monitor different technology layers. However, these siloed tools create new problems: They generate a flood of alerts, many of them duplicates or irrelevant, with no unified view of the overall alert landscape. IT teams are often overwhelmed as they juggle between manually correlating alerts, assessing the impacts, and prioritizing the issues. High dependency on tacit knowledge increases the operational risk and might lead to even more severe issues.

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 multiple dashboards, verifying metric, and log data from multiple tools. All of these increases 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 the ITOps solutions. In this vibrant network, a smart assistant—HCL IntelliOps Event Management arrives. This groundbreaking solution amalgamates the power of AI-driven event correlation and management, granting CIOs a renewed sense of control and certainty. As the narrative of enterprise transformation unfolds, it stands as an emblem of innovation, empowering CIOs to streamline their IT lifecycle and embrace new-found agility. Its dynamic capabilities not only mitigate risks but also strengthen the organization's ability to adapt and thrive in an ever-evolving digital landscape.



## Introduction to HCL IntelliOps Event Management

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 ML-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 IntelliOps Event Management that Offers single-click connectors for seamless integration with leading element monitoring solutions, ensuring a comprehensive data ingestion via NiFi in real-time to improve system's performance. HCL IEM also offer integration with ITSM tools, to streamline actionable management process.

The addition of ChatOps capabilities enables cross-team collaboration providing seamless integration with GenAI powered AEX to foster efficient and quick resolution.





# HCL IntelliOps Event Management: 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.

## Noise Maintenance Window Support

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

## 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.



## ChatOps and CVA driven collaboration

Enables quick chat and collaboration with the team for efficient communication thereby reducing MTTR along with automated notification providing seamless integration with AEX (AI Driven Employee/User Experience).

## Ops Assistance - Related Change/Problem

Helps in addressing impact assessment for continuous improvement and prioritize actionable based on their potential impact.

## 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.

## Automatic or Semi-automatic Ticket Creation

Offers integration with Service Now to streamline actionable management process. The operator can semi-automatically generate a ticket via HCL IEM or leverage the benefit of automatic ticket creation via ServiceNow.

## ML-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.

## Topology-based Alert Correlation

OOB correlation rules are available for correlation of alerts based on relationships between entities defined in the system.

## Connector Management via IMM Portal and Ops Continuity

Offers single-click connectors for comprehensive data ingestion via Apache NiFi. Event Room availability for continuous service delivery during connectivity loss with Cloud.

## 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.

# HCL IntelliOps Event Management: Key Integrations



## Data Ingestion Connectors

Ingestion of event and configuration data into HCL IntelliOps Event Management for performing event management functions can be done via:

### CI Connectors

| ServiceNow CMDB

### Performance Connectors

| Dynatrace | Datadog | New Relic | LogicMonitor | vCenter

| Zabbix | SolarWinds HCO

### Event Connectors

| VMware Aria Operations | Nagios | RabbitMQ | Zabbix | SolarWinds HCO

| LogicMonitor | Dynatrace | AppDynamics | New Relic | Datadog

| SNMP V1/V2 | SNMP V3 Generic | Splunk | DX Spectrum | Sumo Logic

| ScienceLogic | SCOM | Grafana | GCP | Fluentd | AWS-Pull/Push

| Elasticsearch | Azure | Nimsoft | SocketLAM | Open NMS | Syslog



## ITSM Tools

The purpose is to fetch the ticket data from the ITSM tool to read or understand the ticket and make any changes to it, such as updating the status, work notes or closing the ticket. Integration offered with:

| ServiceNow | HCL ServiceXchange

# HCL IntelliOps Event Management: Deployment Option

IntelliOps Event Management is available on cloud as a SaaS offering.






Deployment-SaaS via GCP



## HCL IntelliOps Event Management

HCLSoftware

## Implementation Timeline

 Due Diligence	 Customer Onboarding	 Data Ingestion	 Data Processing	 Go Live
<ul style="list-style-type: none"><li>• Understanding the customer's environment</li><li>• Requirement gathering for 3rd party monitoring tools and application monitoring integrations</li><li>• Preparation for high level diagram (HLD) and low level diagram (LLD) for IEM implementation</li></ul>	<ul style="list-style-type: none"><li>• Customer tenant creation in IEM SaaS</li><li>• Provision of infra for local IMM setup with base build configuration</li><li>• Network connectivity of IMM with IEM</li><li>• Customer onboarding on IEM</li></ul>	<ul style="list-style-type: none"><li>• CI data ingestion</li><li>• 3rd party monitoring tools/ scripts integration</li><li>• ITSM integration</li><li>• Metric data ingestion</li></ul>	<ul style="list-style-type: none"><li>• Configure noise filtering and enrichment</li><li>• Correlation configuration</li><li>• Configure service views and reports</li><li>• User training &amp; acceptance</li></ul>	<ul style="list-style-type: none"><li>• End user operator training</li></ul>

# HCL IntelliOps Event Management: Key benefits

Improved operational efficiency



Reduced mean time to diagnose/resolve (MTTD, MTTR)

Reduce alert noise by alert de-duplication



Elevated operational efficiency in managing influx of alerts by correlating them to form actionable insights

Centralized views for events, alerts and actionable



# The benefits of leveraging AI for event management

Here are the key benefits of leveraging AI for event management so that IT turns into a source of competitive advantage:



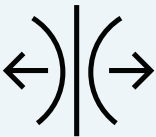
## Lower costs

Implementation of AI in IT operations leads to long-term cost reduction by minimizing the need for a large command center workforce. This not only reduces operational expenses but also decreases the resolution time for issues, mitigating potential financial losses for the enterprise.



## Efficiency

It boosts the efficiency of the human workforce by enabling them to do more in less time. It helps them focus where their attention is needed the most, and augments their skills with real-time, ready-to-use actionable insights.



## Resilience

The automation and noise reduction capabilities of AI contribute to making enterprise IT systems more resilient. This resilience extends to handling both upstream and downstream changes, as well as mitigating the impact of systemic failures.



## Predictability

Proactively analyzing incident data can reveal usage patterns and recurring problems in digital systems. This can make system needs more predictable, and therefore easier to plan for, reducing the costs of unanticipated outages.

Achieve noise reduction, actionable insights, and efficient remediation for your IT operations

# HCLSoftware

[hcl-software.com](https://hcl-software.com)

## **About HCLSoftware**

HCLSoftware, a division of HCLTech, develops, markets, sells, and supports software for Business Solutions, Intelligent Operations, Total Experience, Data & Analytics and Cybersecurity. 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 through relentless product innovation.