

Prepared for



Resolve Systems: Automation + AIOps = Platform Power

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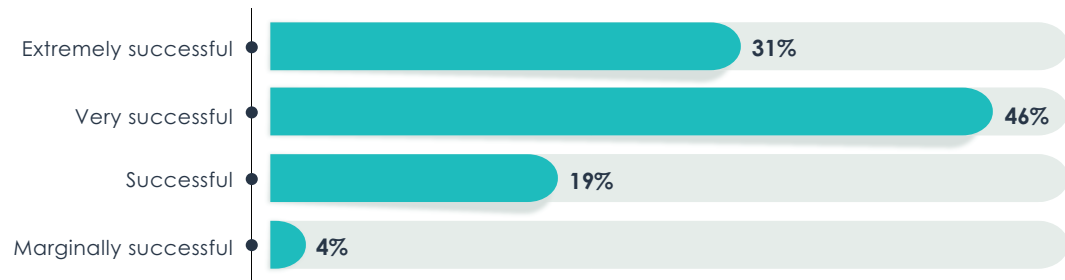
AIOps is real. More than a marketing mantra, AIOps applies advances in AI and ML to the unending demands of complex IT operations. Comprehending massive amounts of data across the multi-layered hybrid infrastructure that underpins IT performance, AIOps holds the key to IT service reliability and excellence. Automation unlocks the door.

Recent EMA field research, “AI(work)Ops 2021: The State of AIOps” took a ground-level look at the AIOps experience as practiced globally. Focusing on organizations that were most successful in their AIOps initiatives, the research examined the policies, practices, scope of influence, drivers, challenges, results, and common rewards of AIOps implementations, as well as buying considerations when selecting a new AIOps platform. It turns out that 100% of all participants who self-reported their implementations as being extremely or very successful use an AIOps platform and put a high emphasis on automation—factors that clearly align with the Resolve value proposition and customer experiences.

AIOps success rate is high, returning equally high operational and strategic value

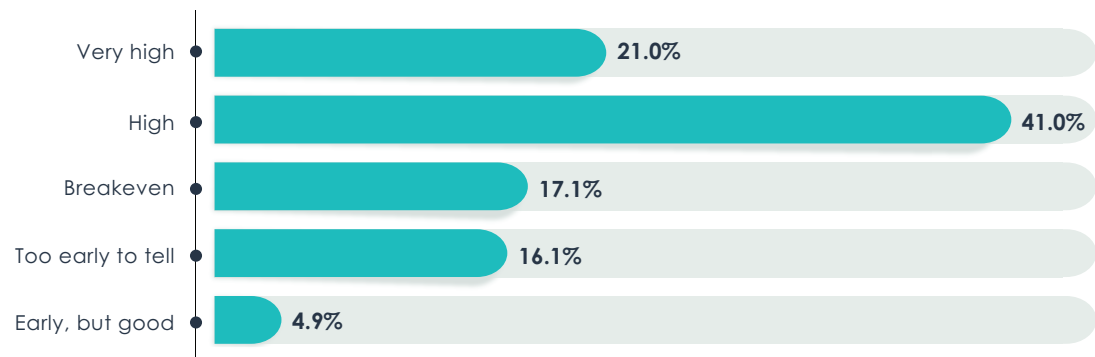
Every field research project usually has a surprise or two. In the case of “AI(work)Ops 2021” the most unexpected finding was not that AIOps is largely successful, but that it is resoundingly so. Asked to rate the success of their organizations’ AIOps investments to date, 100% chose some variety of success, with 77% self-reporting as extremely successful or very successful.

Overall, how successful do you feel your organization has been with its AIOps investments to date?



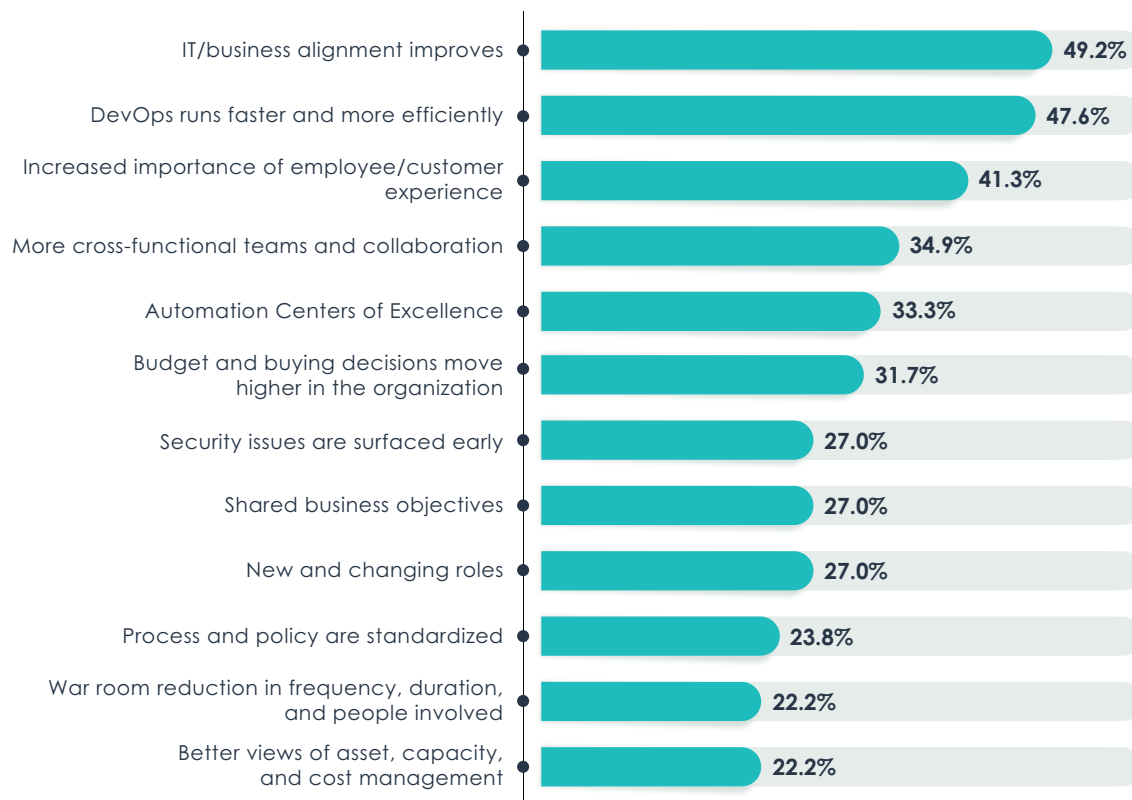
EMA went on to ask, very specifically, about the AIOps value received relative to the cost incurred. The answers mirrored the success rates. Every AIOps implementation that was far enough along to know the value relative to cost reported it as breakeven or better—often much better. It is safe to assume that AIOps, done right, will at least pay for itself.

How would you characterize the value AIOps brings to your organization relative to the cost?



These positive findings are accompanied by a deep bench of specific benefits—operational and strategic—to both IT and the business it serves. While not without challenges, the findings show that the effort is well worthwhile, returning operational, organizational, and financial benefits. Asked about organizational and process changes that AIOps fosters, the answers all point to rewards, as well as innovation.

What organizational or process changes does AIOps tend to foster?



AIOps platforms are a critical component of success for both AIOps and automation

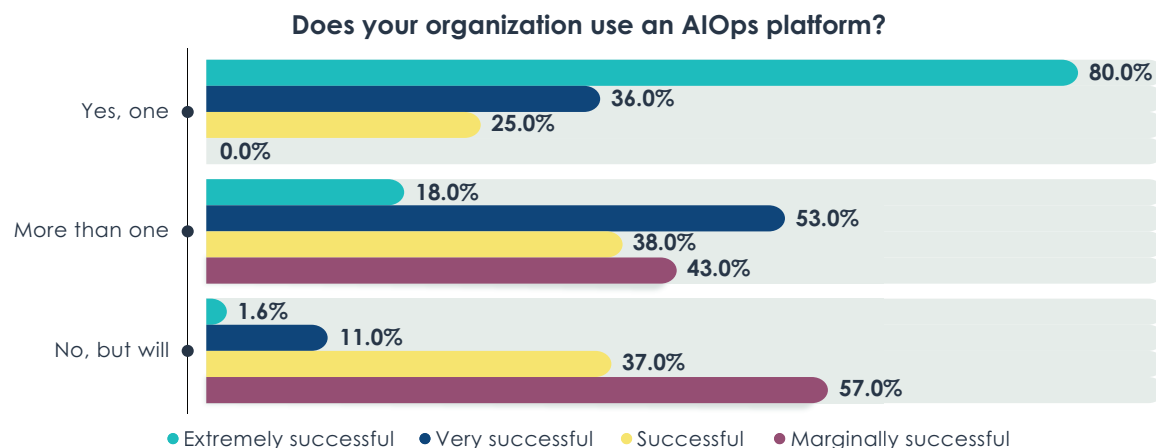
All successful AIOps implementations use a platform; the outstanding performers use only one

For the purposes of this research, EMA defined an AIOps platform as “a vendor-supplied set of capabilities that allows connection of multiple tools, teams, processes, and data sources for unified cross-domain insights and actions.” With this definition in view:

- 46% responded that they use one platform
- 39% use more than one
- 15% indicated that, although they aren’t currently using one, they plan to

In other words, 100% of respondents view a platform as an integral component of an AIOps implementation. That view makes sense because the nature of AIOps is the taming of enterprise-wide complexity through visibility/observability and cross-domain automation. In a world marked by siloed specialization and tool-sets, the overlay function that a platform provides is an absolute requirement for operational excellence.

The group of respondents who self-reported as extremely successful in their AIOps implementations take platform use to the next level. Fully 80% of the extremely successful group have managed to consolidate their AIOps initiatives on a single platform. No other group comes anywhere close to this degree of focus, and the finding was consistent across company size and industry. Clearly, there is a strong correlation between platform consolidation and AIOps success.



The automation connection

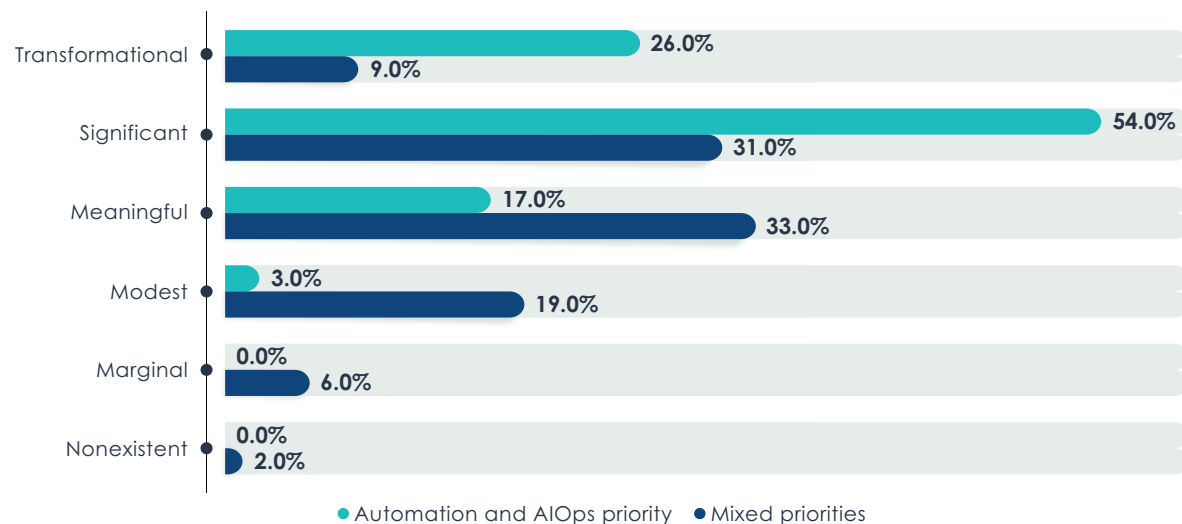
Automation is a primary driver of platform consolidation. The combination of AIOps with the ability to take automated actions has a multiplier effect on both sets of capabilities. However, automation is crippled when it slams into a domain-specific silo. A good platform provides end-end enterprise visibility and a unified ability to take action, without forcing specialized functions to abandon specialized tools that are already working well.

In fact, the majority of people asked to define AIOps include automation in their definition. The relationship is a natural pairing. AI and ML make sense of complex data, often providing predictive insight with prescriptive advice on actions that can be taken to ward off trouble before it has a chance to impact users and business. What could be more logical than allowing those actions to be automated wherever possible?

The combination of automation and AIOps has a multiplier effect across the enterprise. A good illustration of the combination at work is in the impact of AIOps. Respondents were asked to rate the impact of AIOps on the other parts of the business. The group that prioritized both AIOps and automation recognized a much more positive result than the others.

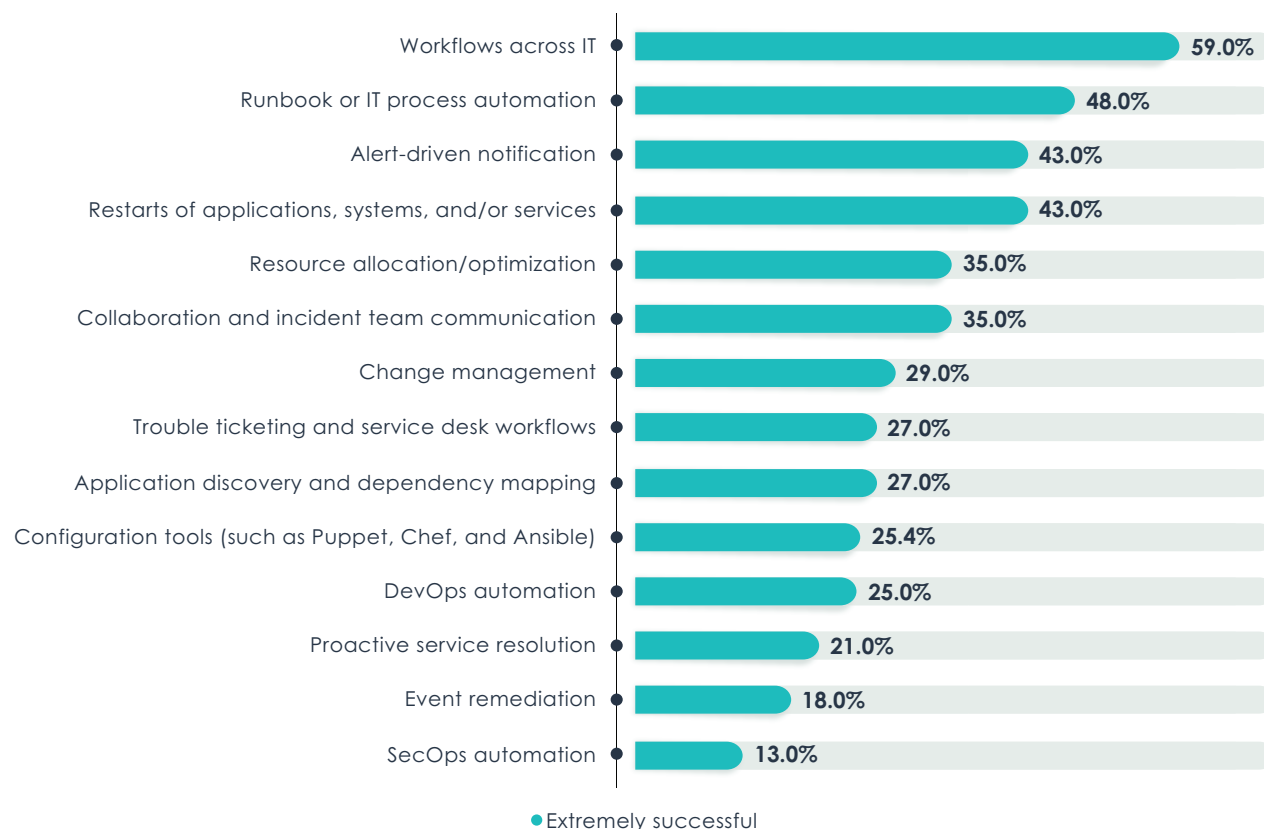
Of the group that prioritized both automation and AIOps, an impressive 80% characterized AIOps as having a very high impact, choosing the superlative “transformational” (26%) or “significant” (54%). The other group fared half as well, with a showing of 40% (9% transformational and 31% significant). That difference is the multiplier effect of automation in action.

What impact has AIOps had on the relationship between IT and other parts of the business?



Automation is the superpower behind the most highly successful AIOps implementations. Asked what automations are supported in their AIOps implementation, the extremely successful group not only identified more types of automations, but did so at a significantly higher rate than any other group.

What automations are supported in your AIOps implementation, currently or planned?

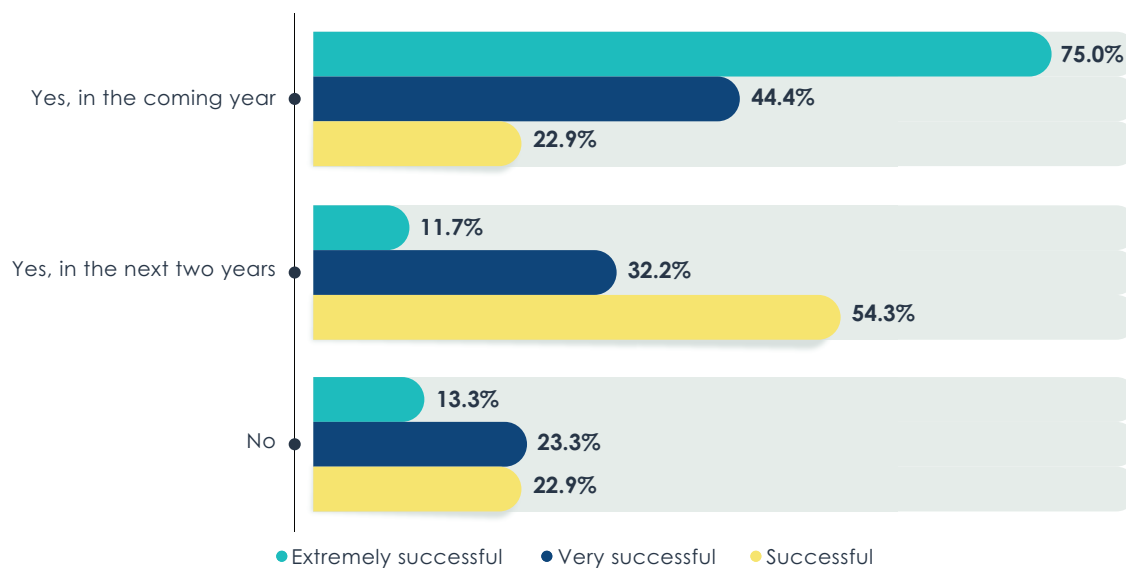


Note: Asked, “Is there currently any effort to consolidate or reduce the number of toolsets?” 61% said “yes,” 24% said “no,” and 15% answered, “No, but there should be.” Toolset consolidation can’t take the place of platform functionality. However, a good AIOps and automation platform almost universally serves to consolidate a wide range of tools, including those that provide scripting, RPA, middleware, ticket creation, root cause analysis, discovery, mapping, and CMDB population.

If you're extremely successful, why are you looking for a new AIOps platform?

Of the 80% of respondents who indicated they are looking for a new AIOps platform, half are considering it for the coming year. At first glance, it appears paradoxical that those organizations that are the most successful with AIOps are also far in the lead of those actively looking for a new platform. A closer look makes sense of the fact and gives shape to the value proposition.

Is a new/replacement AIOps solution under consideration?



A couple of points underlie the fact that extremely successful AIOps organizations are actively pursuing new platforms:

1. The highest levels of AIOps success correlate with implementation maturity. It makes sense that the more experience a person or an organization has, the better they will be at it. Fifty-four percent of the extremely successful group had AIOps initiatives in place for two or more years, compared to 32% of the very successful group and 15% of those who were simply successful. Organizations that have relatively mature AIOps initiatives have reached the point of knowing what is theoretically possible, but they are inhibited by the limitations of their current technology.
2. The highest performing groups have already recognized very strong return on their investments. They know firsthand that AIOps returns very high value relative to its cost, and they are more likely to find funding and executive backing for further advances.

The combination of very high success and value with experience and vision explains the apparent paradox of this search for a new platform.

Enterprises need to start their search for an AIOps platform by looking within. What's in place today that's working well, and where is there room for significant improvements? A good platform will incorporate the tools and processes that are already working well, in addition to having the flexibility to continually improve and extend capabilities. The best platforms accelerate and smooth an increasingly wide range of automations.

EMA conclusions

EMA has actively followed Resolve Systems since the introduction of its AIOps platform. Initially impressed by the inventiveness and enthusiasm of the company's customers, EMA has continued to track Resolve's evolution to its current state of one-stop AIOps and automation.

In 2020, EMA conducted a deep technical dive into the capabilities of 17 top AIOps vendors, which included in-depth field interviews ("EMA Radar Report: AIOps – a guide for investing in innovation"). Not only did Resolve score highly, but it was the only vendor to do so in all three use cases that EMA considered: incident, performance, and availability; change impact and capacity optimization; and business impact and IT/business alignment.

EMA research and experience show that organizations are not equal in their cultural ability or willingness to consume automation. The appetite for automation expands over time. The fact that Resolve's longstanding combination of AIOps and automation has always left room to accommodate the human element is a subtle differentiator and a practical part of its value proposition.



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