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Driving Unfaltering Experiences with Automated Ops & Intelligeni

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We are the caretakers of digital infrastructure who specialize in ensuring that enterprise IT systems run smoothly, securely, and efficiently. We minimize risk, maximize opportunity, and ensure that technology aligns seamlessly with business objectives and delivers

Unfaltering Experiences

and competitive advantage for enterprises

In the Digital Era, the experience an enterprise delivers is crucial for its success and competitiveness. Customers, partners, and stakeholders expect this experience to be unfaltering – any disruption can lead to dissatisfaction and losses.

If you imagine an enterprise's business to be a complex network of interconnected systems and processes, then its digital infrastructure is its backbone, supporting everything from communication and data storage to customer interactions and transactions. For the experience that an enterprise delivers to be unfaltering, the digital infrastructure must be unfaltering. But as you well know, that isn't so easy.

Unlike a digital-native company, an enterprise's digital infrastructure is perhaps inherited and evolved over the years. It is heterogeneous and has several moving parts. The architecture though integrated perhaps is influenced by organizational structures with several silos of ownership and management. The enterprise has invested in its reliability, but not as much in its resilience and anti-fragility. There is technical debt that limits its agility and ability to be a true enabler of business.

What if these IT systems could be made resilient? To seamlessly adapt, optimize, and secure themselves without constant manual oversight? This is the promise of Automated Ops – a game-changer that aligns technology with business goals in unprecedented ways.

Unfaltering Experiences…

…are:

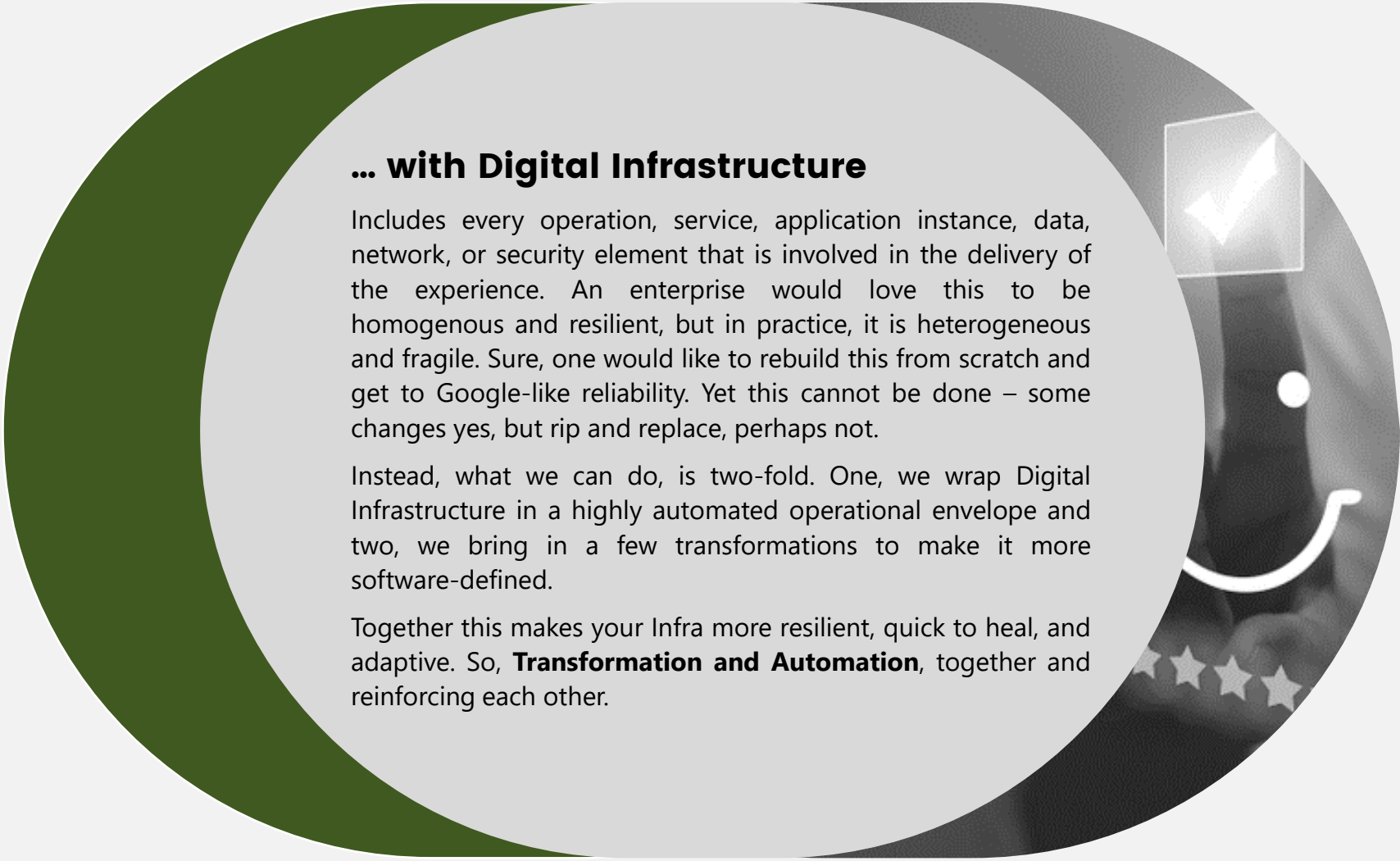
- **Always Available** (no downtimes, planned or otherwise)
- **Always Performant**, irrespective of scale, load, or time of day
- **Always Secure**, yet easy to use
- **Always Compliant**, continuously updated
- **Always Efficient**, cost-wise

… with Digital Infrastructure

Includes every operation, service, application instance, data, network, or security element that is involved in the delivery of the experience. An enterprise would love this to be homogenous and resilient, but in practice, it is heterogeneous and fragile. Sure, one would like to rebuild this from scratch and get to Google-like reliability. Yet this cannot be done – some changes yes, but rip and replace, perhaps not.

Instead, what we can do, is two-fold. One, we wrap Digital Infrastructure in a highly automated operational envelope and two, we bring in a few transformations to make it more software-defined.

Together this makes your Infra more resilient, quick to heal, and adaptive. So, **Transformation and Automation**, together and reinforcing each other.



Transformation

The more software-defined the Digital Infra is, the better it can be managed using code. APIs can be leveraged, states can be modeled and tracked, and declarative models implemented

All of these are crucial to achieve true Automated Ops.

Observability is about making enterprise environments observable – so that potential issues can be detected and diagnosed faster. However, Observability is directly impacted by the data or telemetry that is available to it.

If we get workload-relevant metrics, rich logs, and any changes from every part of an enterprise's digital infrastructure, that would be awesome. If we cannot, as is often the case, we help tune the monitoring stack, implement APM, or inject telemetry to make Observability meaningful.

In much the same way, if a change of any kind must be thought of as changes to code, then infrastructure, configuration, and policies must be represented as code. If an enterprise is already in a containerized and cloud-hosted world, it is easy.

The more "legacy" infrastructure is, the harder it is to represent it as code. Wherever an enterprise is in between these extremes, we help transform its digital infrastructure to be more software-defined.

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is the safety envelope that wraps digital infrastructure

making it more resilient.

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Automated Ops

Inverts the normal paradigm

...turns conventional automation thinking on its head. Instead of focusing on what efficiencies can be brought to manual operations via automation,
Automated Ops asks the question of what operations would be like if they were fully automated.

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Let us drill down a bit more

What are we trying to achieve?

Well, here are some objectives.

- Can we detect 50% of potential incidents before they happen and ward them off?
- When something breaks, can we reduce the time business is impacted by an order of magnitude?
- Can we release new changes and features with zero downtime?
- Can we reduce incidents that are downstream effects of changes?
- Can we guarantee that an IT environment is always compliant?

Yes, we can. All of those and more

This is Automated Ops

Automated Ops is about bringing together Full-Stack Observability and Actions/Change as Transactions using Hyper-Automation with an Enterprise Service Management Center.

Let us simplify that. Observability is about detecting and helping diagnose any behavior within Digital Infra that impacts Experience. To precisely identify what is wrong and where.

Actions or for that matter any change in the Automated Ops way of thinking is implemented as code. Other than temporal actions that for example, cycle a process, all other actions change the configuration state of a system. Change the deployed infrastructure, its configuration, or the policies that govern it. When we apply transaction semantics to actions, an action always leaves a system in a consistent state.

Hyper Automation is about intelligent playbooks. If Observability claims that a system is in a certain state, what diagnostics will verify this and what actions should we execute to bring the system back to a desired state.

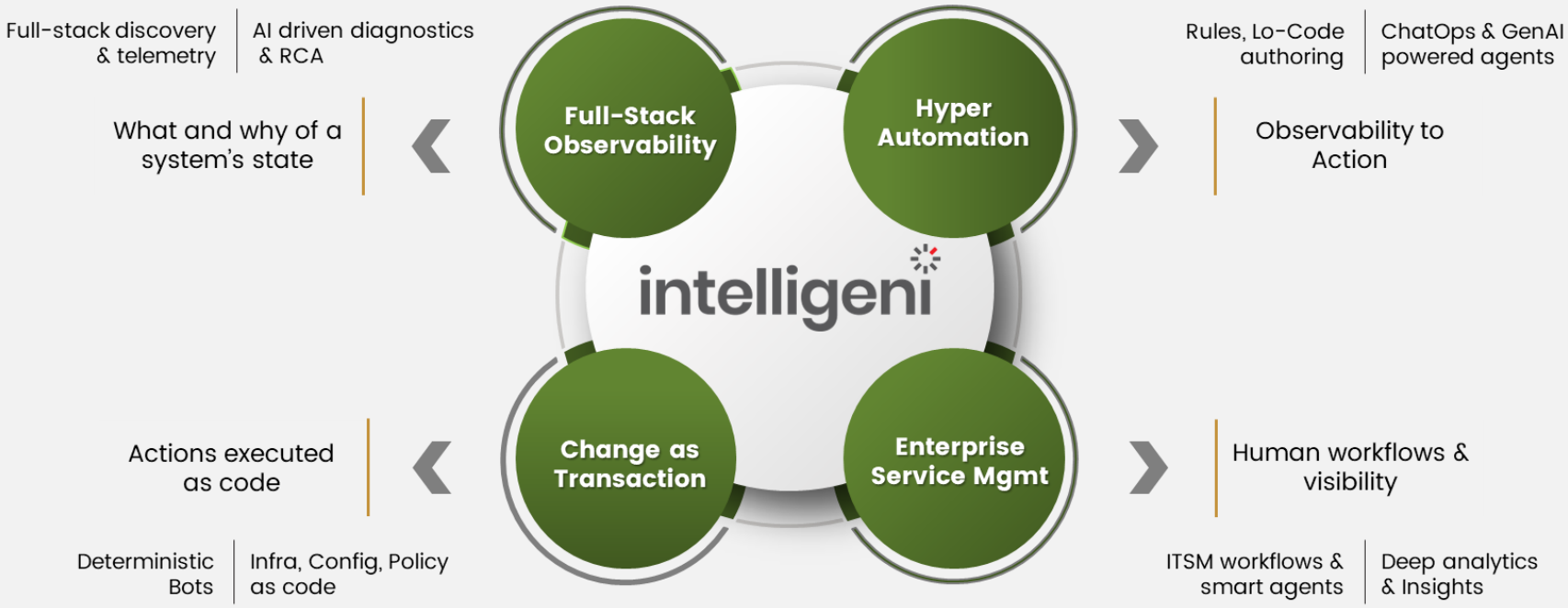
Finally, ESM is the human interface to Automated Ops. It is where users post service requests, where one sees detailed analytics of the health of systems, and where operations engineers step in to resolve scenarios that Automated Ops hasn't learned yet.

intelligeni®

Microland's Platform for Automated Ops

Intelligeni combines all the components of Automated Ops into a unified and powerful AI-driven platform.

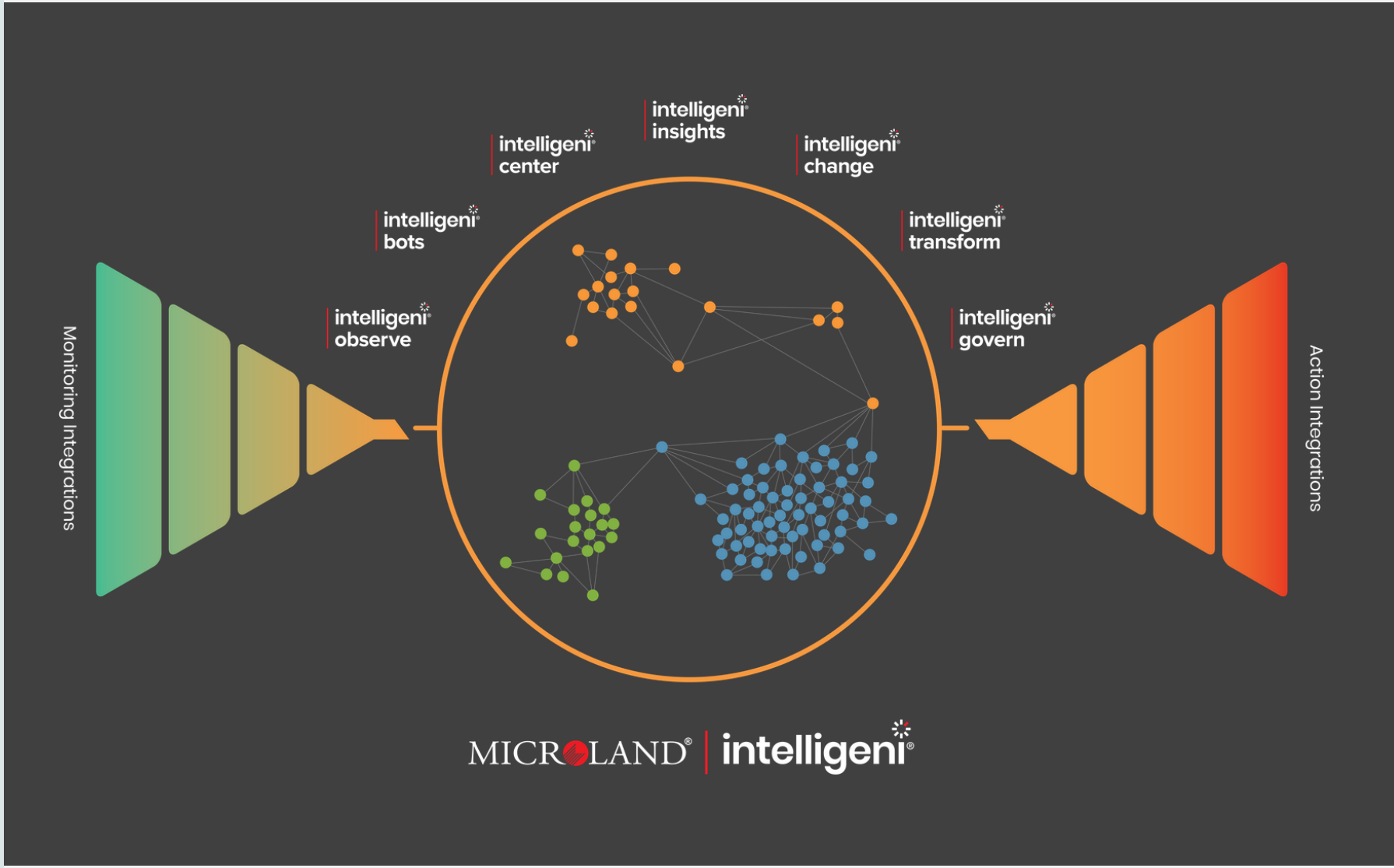
Intelligeni is pre-bundled with integrations to most monitoring stacks, service management tools, with over 300 Bots and 600 KPIs for unparalleled visibility



We make Intelligeni available as one of four product offerings – for the full stack of infrastructure or specialized for Hybrid-Cloud, Digital Networks, or Digital Workplace. Each offering comes pre-bundled with specific monitoring tool integrations, bots, diagnostics, ITSM workflows, self-service catalogs, infrastructure/configuration/policy as code templates and pipelines, playbooks, and analytics. In addition, specific offerings such as Cloud FinOps or NetDevOps are a part of the specific offerings. All offerings implement the Automated Ops model and workflows.

Features:

- Full Stack Observability
- Multi-variate Anomaly Detection
- Multi-source Telemetry Correlation
- Collaborative, AI-powered ChatOps
- Automated Diagnostics Agents
- Infrastructure, Configuration, and Policy as Code
- Transacted Change for Resilience
- AI-driven Compliance Audits
- Multi-Cloud FinOps
- Integrated Visibility with over 800 pre-built KPIs
- Intelligent ITSM workflows
- Virtual Agents and Self-help



The Intelligeni Automated Ops Workflow

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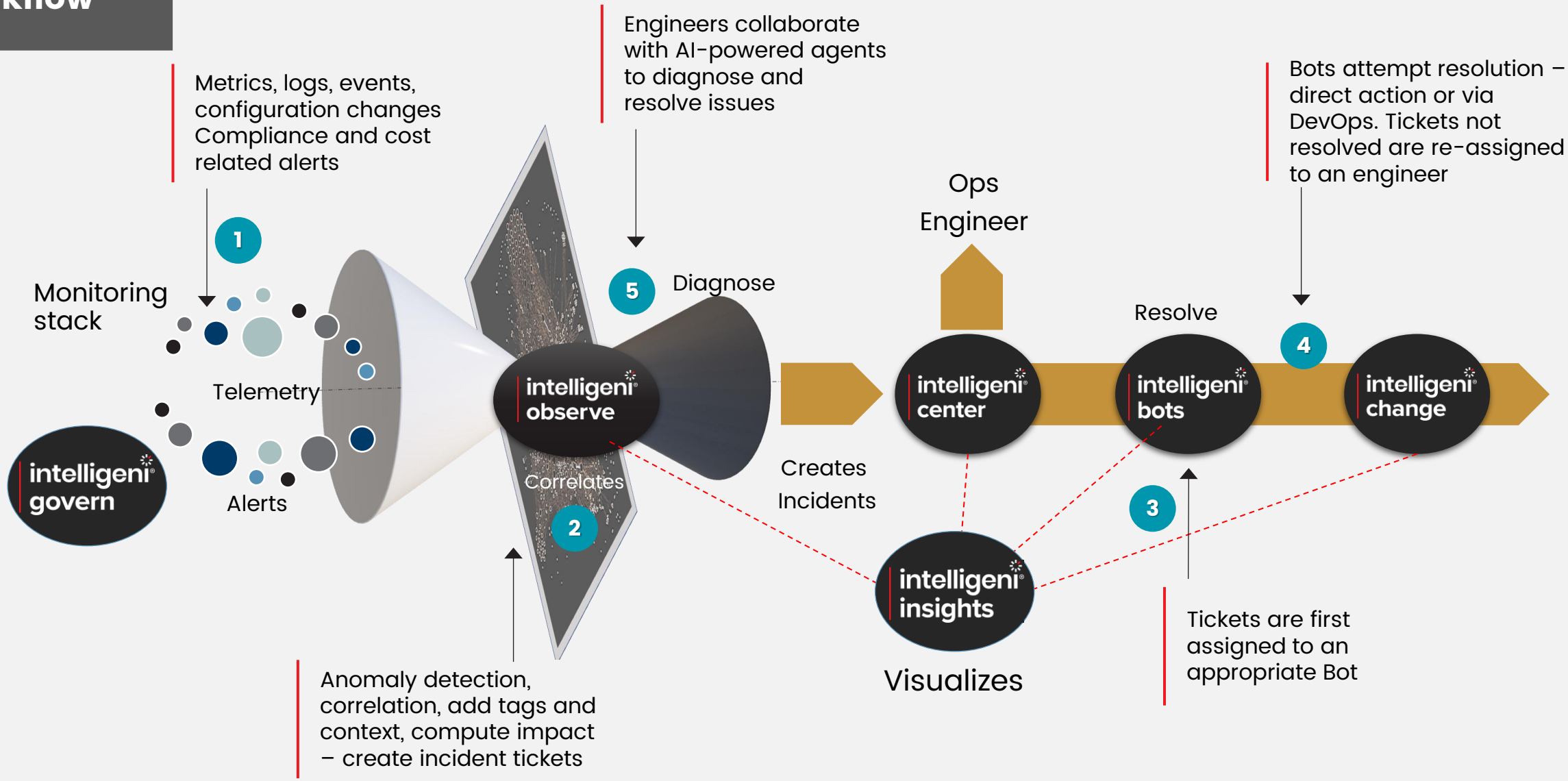


Driven by AI

Machine Learning-based

Anomaly Detection

Uni and Multi-variate AD replaces static thresholds

Alert Clustering

Auto clusters Alerts to enable enrichment and learning.

Incident Similarity

Detects similar incidents that occurred in the past

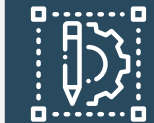
The integration of machine learning models and Generative AI technologies within Intelligeni significantly enhances the AIOps capabilities of the platform.

By increasing the coverage of complex task automation, extracting intelligent insights, streamlining, and optimizing operations, Intelligeni effectively manages increasingly complex and intricate IT environments.

Tangible benefits include an order of magnitude improvement in diagnosis times, alert noise reduction, accuracy of response, and incident reduction.

Log Analysis

Extract relevant log snippets using NLU



Alert Enrichment

Add QoS Tags, priority, and urgency descriptors

Incident Handling

Summarization, adding context, and recommended diagnostics

Knowledge Collation

RAG models for environmental knowledge

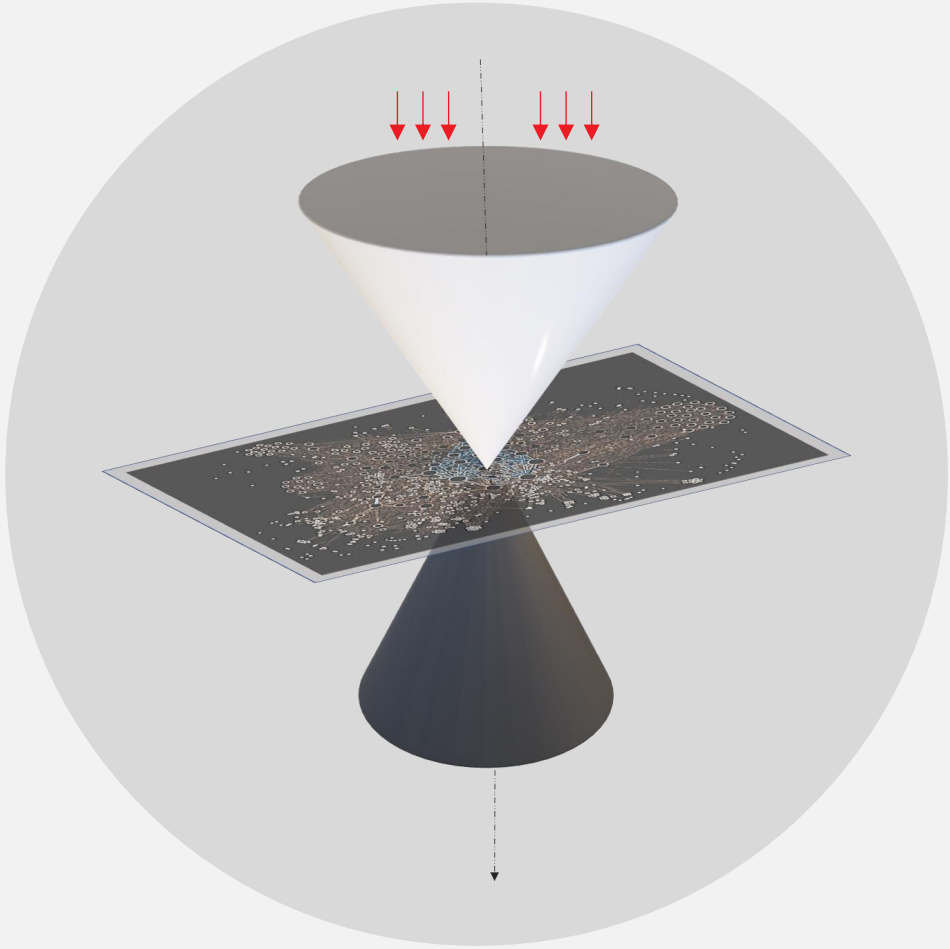
Code Generation

SOP, BOT Code, diagnostics orchestration*

Generative AI-based

and rooted in Intelligence

At the heart of our Automated Ops model is the Intelligeni Knowledge Graph – a phenomenally rich model that holds details of every aspect of an enterprise's digital infrastructure. Every device and element, how they interact in the context of enterprise services and their behavioral semantics over time, every type of issue that occurs and the actions done in response, and every change to usage, configuration, or policy anywhere. Everything. Information that in most circumstances is locked in the heads of experienced operations engineers is now made accessible and available. The Knowledge Graph functions similar to a Digital Twin of Digital Infrastructure and drives Intelligent Automation and deep insights.



- ✓ **Environment Intimacy**
- ✓ **Accurate behavioral knowledge**
- ✓ **Deep Insights and visibility**
- ✓ **Intelligent Automation**

Automated Ops

Transforming Enterprises

Intelligeni is deployed across 45+ enterprises worldwide

- Has geo-specific hubs for the US, EMEA in the UK, APAC in India
- Auto-resolves over 35% of incidents
- Touches every end-user device in an enterprise
- Manages end-end network, security, & hybrid-cloud devices

Performant
Lower MTTR/MTTD, zero service downtime, consistency of experience

Agile
Rapid provisioning /changes
Shorter and faster deployment cycle

Reliable
No configuration drift, Maximum compliance. Greater fault tolerance

Resilient
Anti-fragility, continuous improvement

Getting to Automated Ops is a journey we walk with our enterprise customers

The Recipe for Success

Step 1: We start by stabilizing operations and bringing in ITSM discipline and visibility

Step 2: Then we strengthen monitoring and drive point automation

Step 3: Over a series of transformation projects, we make Digital Infrastructure more software-defined

Step 4: In parallel, we move from monitoring to Observability and from Automation to as-code Operations

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Manual Ops

- **Monitoring-based alerting**
- **Reactive, expertise & SOP-driven** incident management
- **Manual** change management
- **Siloed, Technology Tower-based** management
- **Slow & limited**-service improvement

Legacy State

Automating Ops

- **Monitoring & real-time visibility**
- **Proactive & Point automation-based** incident management
- **Partially automated** change management
- Measuring **QoS by MTTR & MTTD**
- **Siloed, Technology Tower-based** management
- **Limited-service** improvement

Transformed State

Automated Ops

- **Observability**-based alerting & event management
- Automation-based **predictive & preventive incident resolution**
- Automated **transaction-based change management**
- Measuring **QoS through XLAs & user experience**
- **Integrated full-stack** management
- **Continuous Service Improvements**

Desired State

Standardization & Control

Satish Sukumar
Senior Vice President,
Global Head of Platforms

Satish comes with over 29 years of experience in the IT Industry. Over his career, he has held various leadership, technology, development, and support positions. His expertise is in the conceptualization, design, and creation of software products, in the architecture of large-scale distributed systems, and in running mission-critical systems in a highly automated manner. At Microland he leads the creation and development of Intelligent IT and Automation platforms.

About Microland

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value.

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