

Forget “fix on failure”

# 4

MUST-HAVE  
OPERATIONAL  
INTELLIGENCE  
CAPABILITIES

With customer expectations on the rise, the traditional “fix-on-failure” approach is now just “failure” in many cases. To become proactive rather than reactive, you need real-time insights. But not all operational intelligence solutions are created equal. Before selecting one, be sure you can check the boxes for these must-have capabilities.

## 01 Data collection

- Collect a vast variety of data such as logs, databases, MQ, applications, XML, web services, etc.
- Non-intrusive data collection that does not require installation of agents on systems and applications
- Pull data or push commands to extract data
- Extract content within a transaction header or payload, such as customer name, amount, or any other relevant information
- Stored data is REST-API enabled to easily exchange information between third-party tools and mobile apps

## 02 Real-time analytics

- Baseline (automatically learn pattern behavior to dynamically set thresholds)
- Forecasting (foresee near-term behavior)

- Predictive (predict the risk of missing time-based events such as SLAs, settlements, and cut-offs)
- Automatically identify unexpected and unusual situations
- Configuration only – no scripting or programming for analytics and dashboards
- REST-API enabled to inject external statistical models or connect with APIs to share information

## 03 Time management

- Analyze situations in real time and historically
- Replay a situation as if it were happening in real time for deep root-cause analysis and audit
- Inject historical data and recalculate correlations for simulation
- Automatically handle asynchronous files and transactions to reflect latency for proper correlation
- Handle multiple time zone calendar
- Exclude days and times from calendar and baselining to handle non-working days and times

## 04 Dashboards and alerts

- Dashboard editor to modify layout and content
- Modify in real time without suspending the operational intelligence
- Support mobile devices
- Trigger alerts via various means such as email and third-party tools



Make the leap from reactive to proactive

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