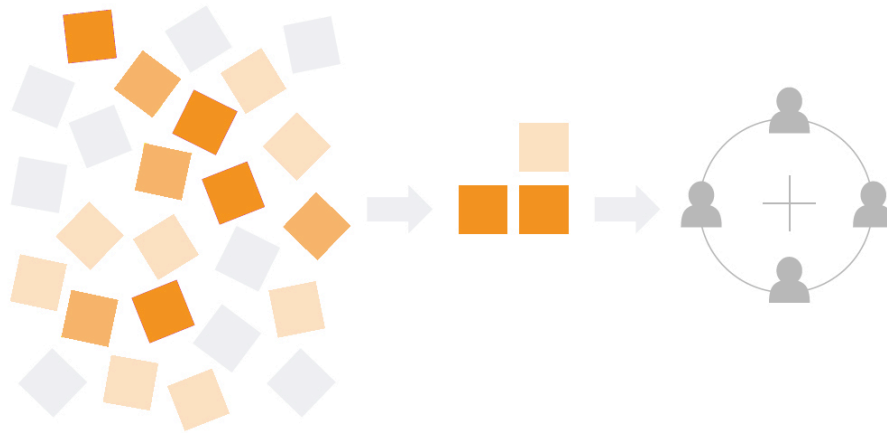


**Moogsoft AIOps applies machine learning and collaborative intelligence to streamline IT incident resolution, helping IT operations teams to accelerate the migration to AWS. With patented algorithms analyzing billions of events daily across the world's most complex IT environments, enterprises everywhere use Moogsoft AIOps to avoid outages and increase operational agility.**

Increase scalability, service quality, and resource efficiency by automating the Event-to-Resolution workflow for hybrid, cloud, and on-premises IT Operations and service management.



### Why AWS Customers Use Moogsoft AIOps

- Enables agile change
- Reduces incident detection time and MTTR
- Supports hybrid applications without adding resources
- Limit operational noise

#### Agility and Scale

- Industrializes events to sustain constant change
- Processes cloud scale event telemetry volumes
- Increases CI/CD frequency without resource impact
- Increase developer productivity by >24%

#### Resource Efficiency

- Reduce ticket workload 62% for Operations and Support
- Reduce MTTR by 50% through fewer support escalations
- Protect reputation by detecting issues before end-users call
- >10x increased resource efficiency

#### Customer Experience

- Automates event analysis and correlation without the need for rules and models
- Seamlessly integrates existing monitoring and service management tools
- Efficiency and savings without transformation



*"IT now has a single pane of glass. Our seven monitoring dashboards are replaced with one – Moogsoft AIOps. With everybody looking at the same data, traditional IT silo barriers are breaking down. Situations are correlated, and triage results are ranked – it's focusing problem solving."*

## Automate Event to Resolution Incident Management Workflow by Integrating Existing Operations and ITSM Tools

### Global Enterprise Resource Planning ISV

- 99.6% reduction in noise
- 90 days to successfully deploy, 40% reduction in MTTR
- When an incident is detected, customers and LOB executives are notified immediately helping to build business brand trust

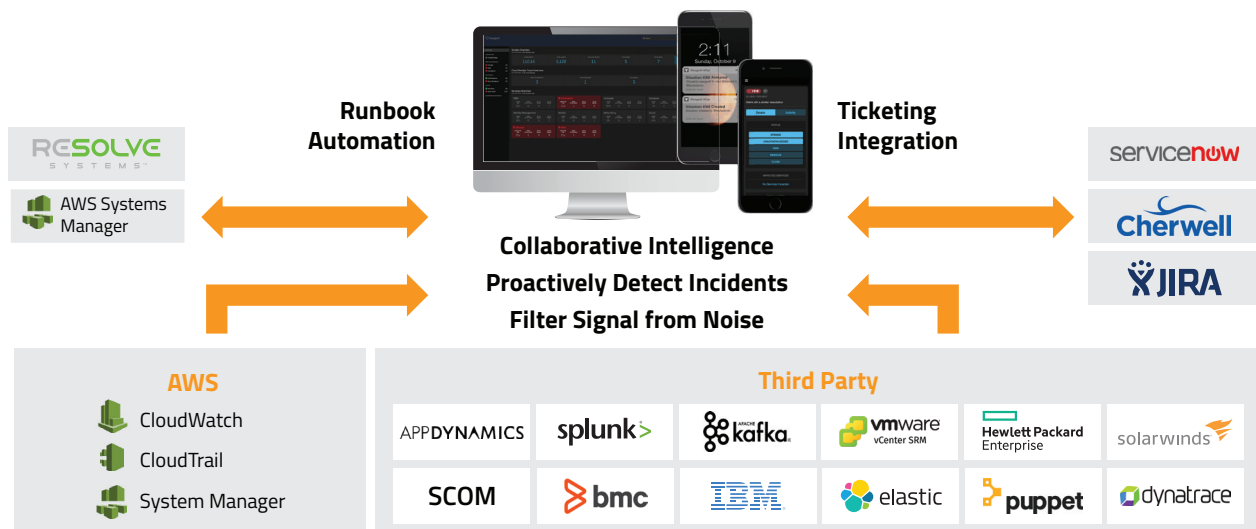
### Online Insurance Company

- Reduced alert volumes by 99%
- Detected production incidents one hour earlier than existing processes
- Increased Level 1 operator productivity by 10x

### Cloud Resident Managed Service Provider

- Reduced time to deploy and on board customers by >80%
- Agile in resource scale and Service Assurance
- 5x return on investment, improved customer experience and customer retention

## Automating the Event to Resolution Workflow Across Hybrid Applications and Infrastructure



“I was sitting close to our level one operations team and was listening to two conversations our support operators were having. One operator was looking at AppDynamics and speaking to application support level 2 saying ‘we’ve lost application server connectivity’ and another operator was on the phone with our network provider saying ‘the firewall has gone down.’ It took more than 30 min for both operators to realize that they were, in fact, investigating the same issue. It was at this point that I realized we lacked basic insight and event correlation across our tool sets.”

– Tools architect, Insurance Company