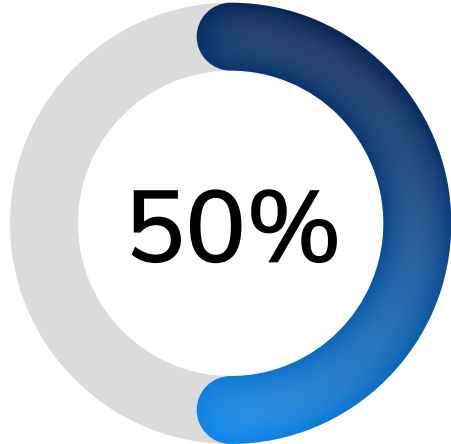




Reinventing IT Operations: The AI Advantage

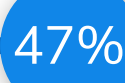
Understanding their IT environments is essential for organizations, to enable them to detect and resolve IT issues, avoid costly downtime, prevent cyber-attacks, and protect reputations. Despite this, many organizations still lack a comprehensive overview of their IT landscape. Upgrading monitoring capabilities may not have been a top priority in the past but is now an urgent necessity if organizations are to fully benefit from the rise of AI and Generative AI.

Achieving complete oversight of their IT environments is both a strategic goal and a continued journey for organizations.



Half of organizations need to use multiple tools to monitor resources – leading to data silos and a fragmented user experience

Many organizations struggle to monitor their entire IT environment despite dedicating considerable resources, with approaching half unable to see all their on-prem, cloud and edge devices in a holistic view.

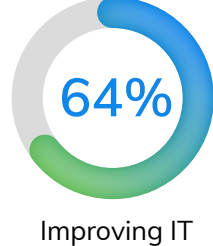


Creating a consolidated monitoring environment is therefore becoming a key strategic focus. Nearly four in 10 (39%) are concentrating on **consolidating their IT monitoring**, while almost half (45%) are starting to explore how **Generative AI can enhance IT issue resolution**.

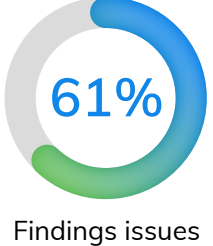


Adopting AI can help to improve insight into their IT landscape, with practically all organizations saying it will help with IT issue resolution

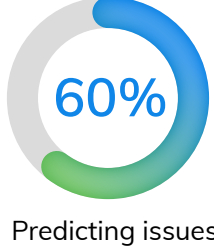
Top 3 benefits from adopting Generative AI/ machine learning to resolve IT issues:



Improving IT operations staff efficiency and productivity



Findings issues faster so our teams can work on them sooner



Predicting issues before they occur to mitigate against any business risk

Enhancing organizational stability (through quicker issue identification and improved predictability) can improve the experience for both customers and employees – helping to give organizations a competitive advantage.

Generative AI has the additional capability to improve the user experience, with smoother workflows helping to free up IT staff for other organizational priorities



Unlike other AI solutions, which focus on performing a specific task in an efficient manner, Generative AI can create something new from existing content or inputs. Users benefit from a natural language interface, with the ability to ask questions or seek clarifications.

Top three benefits of using Generative AI in IT service management:



Helps to improve profitability by reducing the number/severity of IT incidents



Creates a better self-serve experience for users when having an IT issue

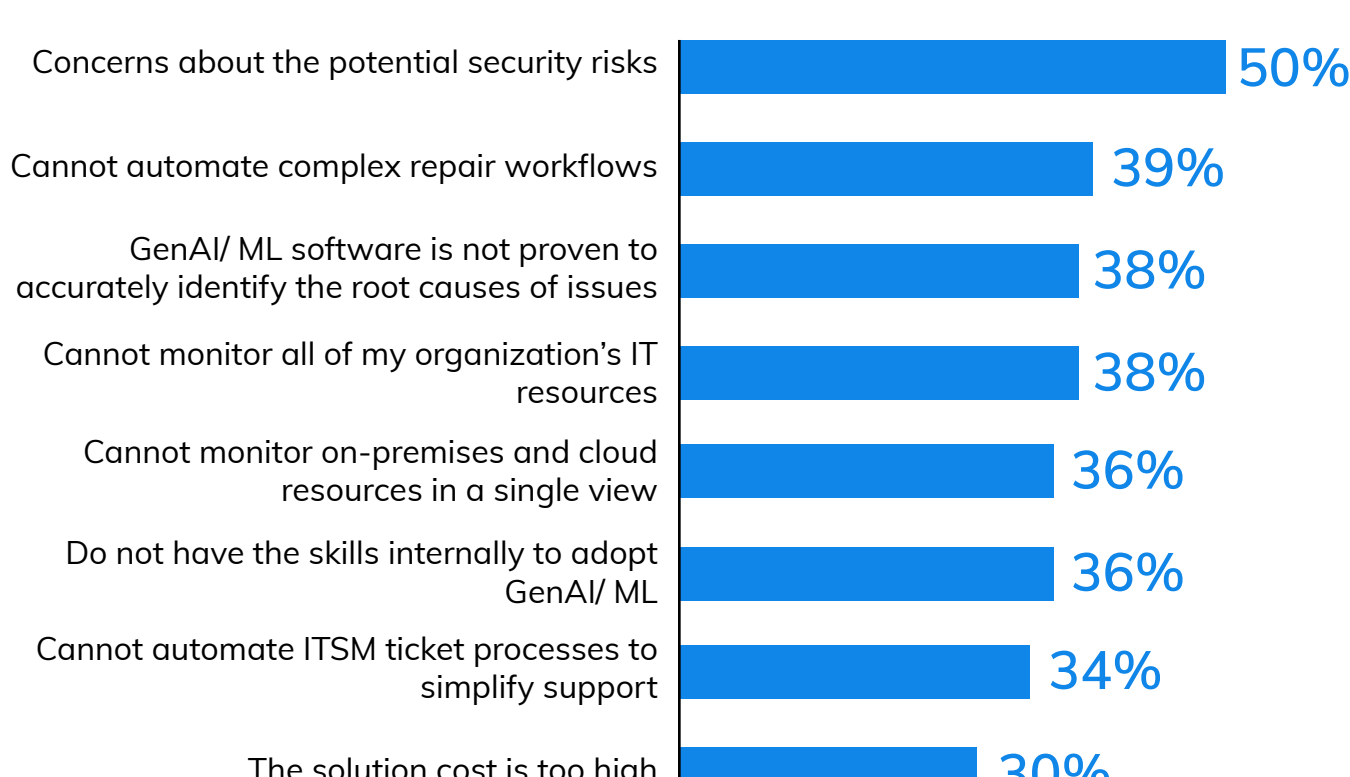


Improves/eases knowledge searches for IT service management issues

By enabling IT staff to focus on complex issues while handling basic needs through self-service, Generative AI can help manage workloads and free up IT staff for other priorities. However, effectively utilizing AI and Generative AI requires a consolidated monitoring regime – something that is an ongoing journey for many organizations.

Enabling AI and Generative AI will require organizations to have effective monitoring solutions.

Having a consolidated IT monitoring system in place is essential for AI, with AI unable to act on devices it cannot see or data it does not have, to identify and resolve IT issues successfully. Barriers to adopting AI for IT issue resolution include:



Yet, cost is less likely to be a barrier to adopting AI. Perhaps upgrading their IT monitoring & resolution capabilities has simply been lower down on organization's "to-do list" over the past few years – however with the rapid development of AI and Generative AI, this has now become urgent – if organizations are to reap the benefits AI and Generative AI can bring.



To learn more about how AI and Generative AI can aid IT service management, take a look at the full paper