ConicIT – help you maintaining your IT SL

Introduction

Ensuring application performance and availability is a key issue for organizations. As critical business services and processes are highly dependent on IT operations today, inability to provide consistent service levels for mission-critical applications may impact the overall performance of the business.

According to IDC estimations, 75% of downtime occurrences are caused by poor technology in the network and application infrastructure. As computer systems become increasingly complex, IT organizations that do not focus on active performance monitoring will see an increase in system downtime leading to inferior service level which will impact revenue.

What is the main difficulty in maintaining SL?

The main issue is the fact that in many cases tech staff are chasing after the problem's symptoms and not after the problem itself. A problem in a computer network escalates within seconds into a maze of unexplained symptoms, where finding reasonable operative measures is about as likely as a game of roulette (and sometimes Russian roulette).

About the solution

ConicIT analyzes performance of business computer system, providing pre-event alerts aimed at reducing re-occurrence of service-related malfunctions.

By utilizing proprietary mathematical models and integrating those with existing management tools ConicIT provides real time tracking of behavioral patterns of critical resources and predicts abnormal behavior of these resources. ConicIT also analyzes composite relations between physical and logical resources.

With this information available, IT managers and performance administrators can act accordingly and prevent the re-occurrence of similar deviations in the future. Detection of the root cause of disorders ensures that IT personnel manage to solve the actual cause of the incident and do not spend valuable time and resources trying to battle the symptoms.

How does it work?

ConicIT is a non-intrusive software platform that runs on a dedicated Linux server, and automates the process of system monitoring and control. An Artificial Intelligence (AI) engine constantly analyses the behavior of different computer resources and queues over time, and responds to real time discrepancies, signaling system personnel when necessary. In addition, all monitoring statistics are recorded and subjected to data mining and statistical analysis. The output of the analysis is used to correct the root cause of the problem and prevent re-occurrence of similar problems in the future. The AI engine continuously learns and adapts to each system's unique characteristics improving its ability to predict when the next event will take place.

Easily implemented into existing infrastructure, ConicIT seamlessly integrates with existing monitoring tools and provides information in industry standard format allowing immediate implementation of results by IT professionals without the need to learn new operational protocols.

Benefits to the Organization

- Improve service reliability
- Increase customer satisfaction
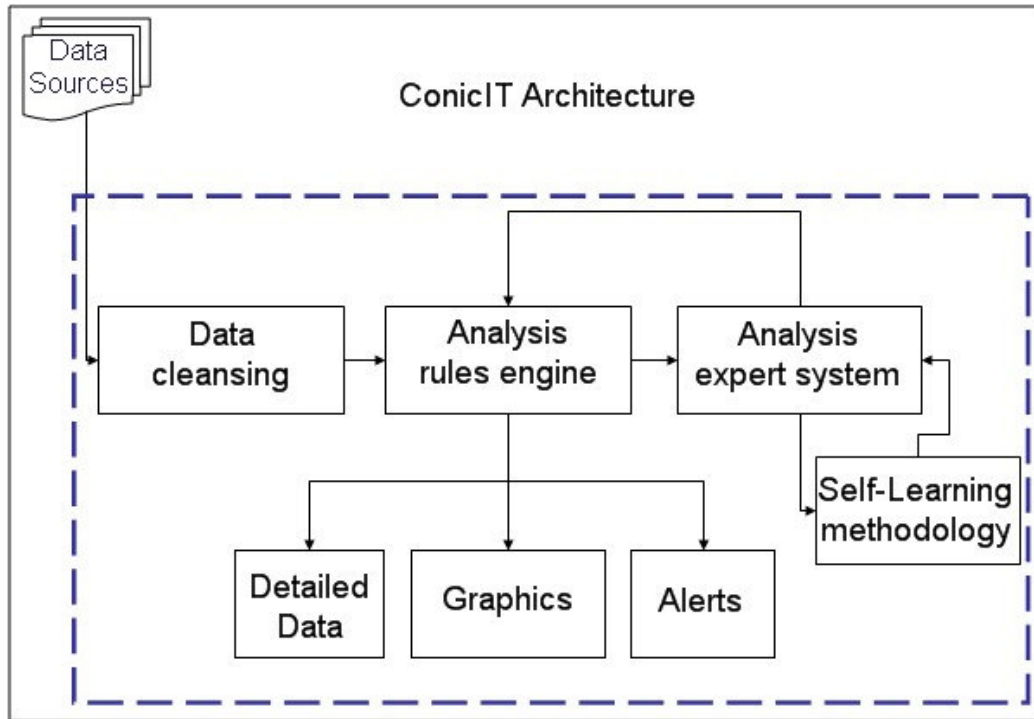- Reduce call center expenses

ConicIT Architecture

Chart terms

Data sources
All type of information, that can be online accessible by the ConicIT product, including Resource Level performance monitors, Standard API and other online information.

Data cleansing
Some of the regular performance information that is used manually by organization staff contains irregular data, which is based on flawed measurements. ConicIT recognize this cases and remove these incorrect data points before passing the information to the analysis AI.

Analysis rules engine
The first step of data correlation and behavior analysis is done by the rules engine, which is also the initiator of the process of creating Alerts, and detailed data online reports.

Analysis expert system
The AI system has a learning capability and a real time prediction module that can predicts point of SL degradation.
AI predictions are passed back to the rules engine in order to complete the analysis and reporting process.

Types of online reports:

Alerts

The analysis engine generates SL alerts, which can be monitored by PC users. Alerts can also be displayed on main control screens without user interaction.

Graphics

ConicIT provides graphs of all immediate and historic data, including trends and comparison between different time periods. Graphs are available over any web browser.

Detailed data

All measurements can be displayed in full detail, including original text from the monitoring agent, all variable values and reasons for suspecting SL issues. Data can be displayed on any web browser.