

AI Ops

Navigate the complexities of modern IT environments to drive improved business.



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We help you operationalise AI across your business. So you can **enhance productivity**, elevate customer interactions, and **transform for growth**.

AIOps is transforming the landscape of IT operations management, enhancing system performance, uptime, and efficiency—key factors in any business’s success.

As IT environments grow more complex and generate vast amounts of operational information, conventional management techniques falter, leading to inefficiencies, system downtime, missed opportunities, and even reputational damage.

Using AI and Machine Learning, AIOps combines advanced analytics, automation, and learning capabilities to detect event patterns, identify potential disruptions, and orchestrate solutions. Gone are the days of reactive firefighting and manual fixes. Instead, AIOps empowers Operations Teams with the essential data for informed decision-making, allowing them to anticipate and swiftly address issues, restore services, and ultimately improve business operations and elevate the experience of both employees and customers.

With AIOps, you’ll be able to:

- **Enhance System Reliability and Responsiveness:** AIOps significantly reduces system downtime by quickly detecting issues for swift responses (faster MTTD), resolving problems more efficiently (faster MTTR), and extending the reliability of systems by reducing the frequency of failures (increased MTBF).
- **Optimise Costs and Efficiency:** AIOps reduces expenses and enhances overall financial savings through optimised resource allocation, while simultaneously increasing operational efficiency by streamlining processes and maximising output.
- **Scale Operations More Effectively:** AIOps enables organisations to expand their capabilities more efficiently and manage growth with smarter resource deployment and process automation.
- **Enhance Observability and Collaboration:** It improves monitoring and teamwork, integrating tools and teams for superior outcomes and informed decision-making.
- **Transition from Reactive to Proactive Management:** AIOps facilitates the shift from immediate, reactionary fixes to strategic, foresighted planning, allowing for pre-emptive problem-solving.
- **Support Business Innovation and Adaptation:** AIOps empowers organisations to adapt and innovate continuously, fostering an environment conducive to sustained business growth and competitiveness.

Why Bell Integration?

Experts at helping enterprises adopt AI-driven automations and functionality that replace or enhance a broad range of IT operations processes and tasks, our AIOps platforms make it possible to increase the resilience of their IT operations.

By replacing error prone human-driven workflows with automated tasks, you’ll be able to identify and resolve issues before they become major problems, automate routine activities like incident response and Standard Operating Procedures (SOPs).

Enabling you to orchestrate multi-step runbooks more efficiently and reliably, you’ll be able to join-the-dots between multi-step processes in a consistent and timely way.

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Ops Delivers Flawless Failover Capabilities in Banking

This major UK retail bank wanted to streamline how it undertakes data centre (DC) failover testing and credibly attest to regulators it can get critical systems back online, with zero service interruptions.

By infusing failover procedures with AI-driven automation, the bank has been able to scale up and future—proof its operational capabilities. In the event of a major disaster, geo-political or climate event, it is able to instantly switch over to a secondary DC and recover in near real-time.

Eliminating thousands of man hours of manual preparation, the AIOps platform seamlessly connects processes, domains and administrative and functional tasks associated with undertaking complex advanced high availability failover and compliance tests.

Today, the bank is confidently able to undertake flawless and fully automated DC failover tests during peak trading hours.

The Outcomes

AIOps transforms operational resilience:

- **Generative AI capabilities automate failover procedures – saving hundreds of man hours**
- **Elevates regulatory compliance activities at a significantly reduced cost**
- **Optimised and automated switch-over capabilities minimise risk and boost resilience**
- **Test events can be executed with minimal preparation**

With Bell Integration’s AIOps solutions you’ll see:



Enhanced Alert Discrimination: AIOps effectively separate critical event alerts from less important noise, enabling more focused and efficient responses.



Root Cause Analysis and Solution Formulation: AIOps leverages advanced pattern recognition and data analysis to identify underlying causes of issues and propose practical, actionable solutions.



Automated and Proactive Responses: AIOps not only automate responses to operational issues but can also proactively resolve problems in real-time before they impact system performance.



Intelligent Dispatch: AIOps engages experts systematically for issue resolution when required, ensuring that the right expertise is leveraged at the right time for efficient problem-solving.



Continuous Learning and Improvement: By continuously analysing previous incidents and outcomes, AIOps progressively refines its strategies to handle future problems more effectively.



Extensive Integration: AIOps integrates with IT monitoring systems and business operations platforms, enhancing visibility and control across the entire organisational ecosystem.

With over 300 experienced AI practitioners we can deliver everything from strategic consulting, architecture, design and implementation through to run services.

Contact us

With over 25 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world’s most prestigious customer environments. With capabilities covering AI, IoT, technology provision, consulting, project & managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell integration can help your business succeed. Please contact us on marketing@bell-integration.com or visit www.bell-integration.com

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