NETENRICH

Transforming Digital Ops Into Smart Business Outcomes

Netenrich sees digital IT operations a bit differently. We see that today's approach cannot deliver the real outcomes every business needs, that IT wastes too many cycles solving the same issues over and over, that investing in cloud-scale technologies to innovate and grow your business won't fully succeed until outmoded, siloed operations evolve to promote change.

So, we changed the game. Where traditional ops revolve around tools, technologies, and processes, Netenrich's Resolution Intelligence starts with and evolves around outcomes. Our collaborative AIOps platform combines the efficiencies of SaaS-based delivery with the power of automation and more than a decade's worth of deep tribal knowledge to put time back on your side.

66%+

Global 2000 CEOs shifting focus to modern digital strategies to improve the **customer experience**

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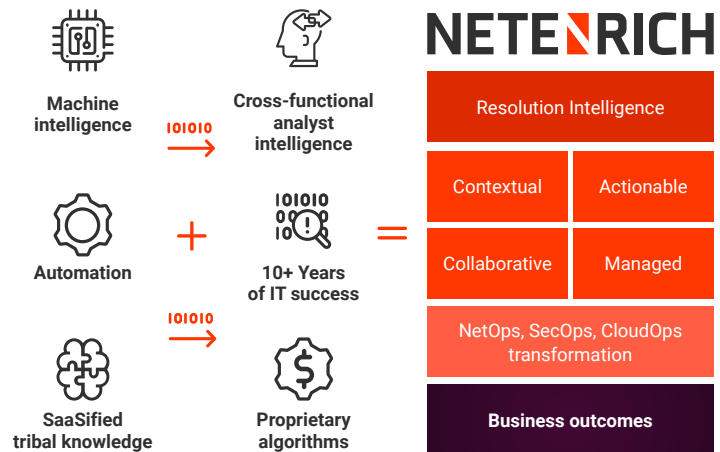to be invested in **digital transformation** by 2023

IDC

74%

IT budget goes to run costs

Modern ITOps, resolved

Starting day one, Resolution Intelligence right-sizes tool strategies, bridges skills gaps, levels dysfunctional silos within IT, and aligns operations with your goals for the business. We do this by redefining resolution.

With legacy ITIL-based operations, resolution means chasing alerts and scrambling to close tickets. IT throws disparate tools at a problem only to be bombarded with more alerts, noise, tickets, and fatigue. Cost goes up as IT's credibility and morale go down. Analysts face the same issues over and over without ever really solving a problem.
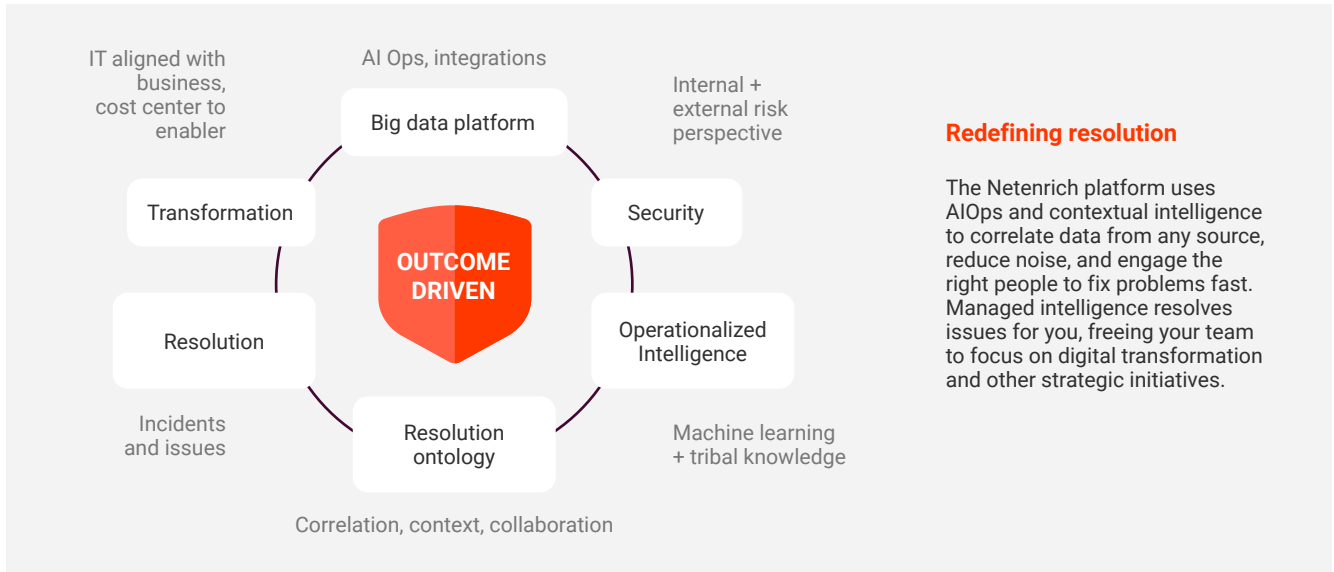
At Netenrich, resolution means a faster response *and* solving core issues. Machine and human intelligence combine to contextualize, predict, and prevent the same issues from occurring again and again.

Machine intelligence

Cross-functional analyst intelligence

Automation

10+ Years of IT success

SaaSified tribal knowledge

Proprietary algorithms

NETENRICH

Resolution Intelligence	
Contextual	Actionable
Collaborative	Managed
NetOps, SecOps, CloudOps transformation	
Business outcomes	

Technology, people, processes, SaaS-ified.

Resolution Intelligence leverages the best of two approaches-scale-on-demand SaaS platforms and functional outsourcing–to right-size digital operations. The Netenrich Resolution Intelligence platform leverages the tools and technologies you already have and learns with each interaction so value increases exponentially as IT engages.

Modern outcomes, aligned

IT aligned with business, cost center to enabler

AI Ops, integrations

Big data platform

Transformation

Internal + external risk perspective

Security

OUTCOME DRIVEN

Resolution

Operationalized Intelligence

Incidents and issues

Resolution ontology

Machine learning + tribal knowledge

Correlation, context, collaboration

Redefining resolution

The Netenrich platform uses AIOps and contextual intelligence to correlate data from any source, reduce noise, and engage the right people to fix problems fast. Managed intelligence resolves issues for you, freeing your team to focus on digital transformation and other strategic initiatives.

With Resolution Intelligence, the results speak for themselves:

Business outcomes

Productivity, speed

Operational stability

Collaboration across NetOps, SecOps, CloudOps, DevOps

Stellar user experience

Brand protection

Profitability

Agility

Innovation

Ops transformation

0
Monitoring blind spots

@100%
IT is first to know

360°
Visibility

<5m
Response times

50%
Reduced IT workload

97%+
Noise reduction

Firefighting to trail-blazing in weeks. Try it risk-free!

Netenrich helps some 3,000 enterprises, MSPs, MSSPs worldwide achieve optimal SecOps, NetOps, and CloudOps outcomes—and we can help you, too.

Try Resolution Intelligence for a month risk-free to see how right-sizing your digital Ops can evolve IT from a cost center to a change agent, delivering a lasting competitive edge.