

RESOLUTION BRIEF

Modern Digital ITOps For The Ultimate Customer Experience

Resolution Intelligence delivers coverage, context, synergies, and expertise to drive

100%

Reduced blind spots

95+%

Less noise

40%

Fewer brownouts, outages

50%

Reduced IT Ops workload

@100%

When IT is first to know

<5 minutes

To respond

The mandate for IT in 2021 is clear – accelerate or complete your digital transformation journey to deliver the ultimate customer experience to internal and external users.

But how?

The traditional approach to monitoring and managing fast-changing IT environments won't work. Using disparate vendor solutions and siloed processes results in:

- Tool sprawl and complex integrations
- Limited access or visibility between users, applications, and Infrastructures—ISVs, wireless local routers, ISPs, CDNs, DNS
- Lack of meaningful context and insights around alerts, outages, and performance

These gaps in visibility and insight lead to:

- Slow response: high mean-time to acknowledge, identify, and resolve issues
- Users finding problems before IT more than 60% of the time
- Reactive, manual operations aimed at putting out fires
- Low IT productivity, morale, and credibility

Accelerate your transformation

Netenrich Resolution Intelligence For Digital ITOps introduces a modern alternative to a tired approach – throwing more tools and people at the problem – to reduce effort and cost, and better align IT with customer and business needs.

Why we need a new approach

75+%

IT budget spent on Run

89%

Rethinking tool strategies

80%

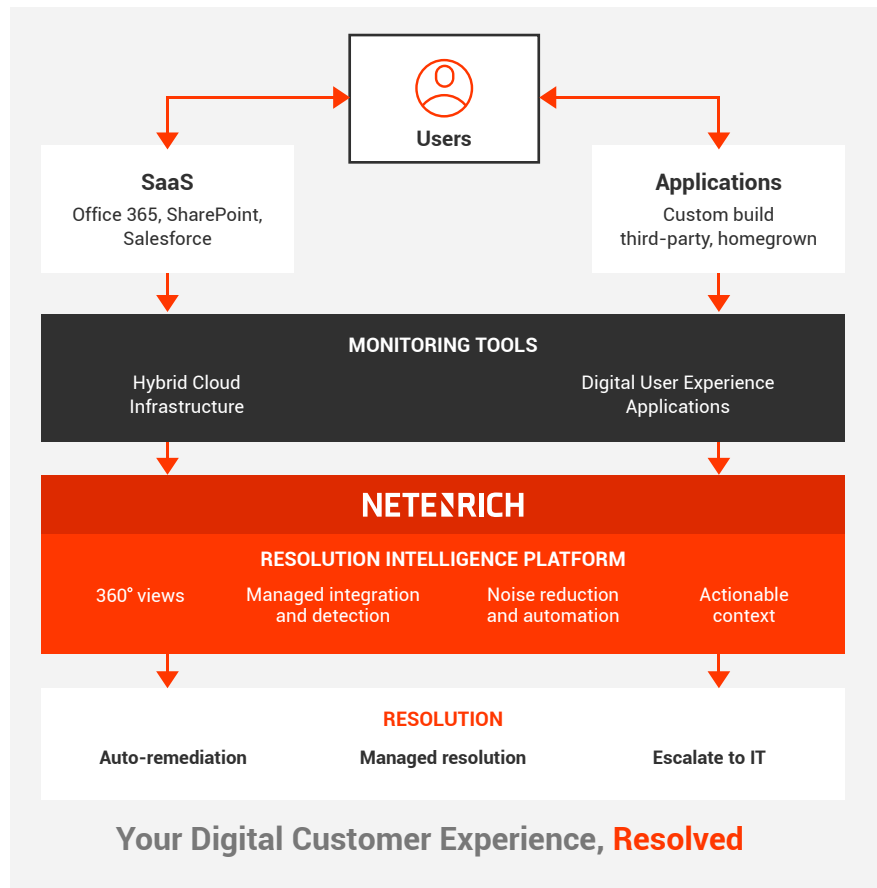
Time spent finding cause of issues

See what users see

360° views with zero blindspot monitoring

Extend visibility beyond your hybrid infra to see what digital customers see and measure their customer experience with every app on any network or device. **The Netenrich Resolution Intelligence Platform drives complete visibility across your entire stack – network, cloud, applications, and users themselves – while reducing IT's workload.**

The platform integrates and manages all monitoring tools, both yours and our preferred ones. Enhance the value you get from ThousandEyes, AppDynamics, Datadog, Dynatrace, and other digital experience and application performance monitoring solutions. Resolution Intelligence provides managed integration and detection, AIOps-powered noise reduction, and machine-led investigation to speed the right response.



Context to drive resolution

Combining advanced automation and 13+ years proven analyst intelligence delivers complete, actionable, vetted context and recommendations to resolve customer issues quickly, or before they happen. Rich context drives smarter, faster incident response and greater predictability as your digital experience journey evolves.

Machine + Analyst Real-time Contextualization With Scoring

Problem classification	Impact	History	Process
What is the problem?	How severe is the problem?	Is this a recurring problem?	What is the status?
What caused the problem?	What is its impact on the business?	Is it a self-healing issue?	Which problem do we fix first?
What is the timeline?	What are the dependencies?	Who solved this before and how?	Once it's resolved, what are the next steps?
Who needs to work on it?			

Machine and human intelligence, operationalized

Investing in tools adds to your administrative burden. Bringing on people to run them leads to higher overhead and valuable tribal knowledge residing in silos. Netenrich Resolution Intelligence combines and operationalizes both machine and human intelligence for industry-first synergies.

Experts train the machine algorithms, and the platform captures and operationalizes tribal knowledge from resolution specialists providing 24/7 "eyes on glass" expertise. By operationalizing intelligence, the platform grows smarter with each transaction to promote better contextualization and collaboration.

Focus on what matters. Avoid more escalations.

Resolution Intelligence uses AIOps to reduce noise by more than 97% and eliminate false positives *at the ticket, not alert, level* to prevent unnecessary escalations that cost enterprises \$1.3 million per year.

First to know, fast to act

No one likes fielding complaints but that's exactly what happens when users find problems first. Give IT the heads-up they need to act first and avoid more incidents and outages. Escalations occur in 1-minute increments for unprecedented response times.

Predictive insights and analytics

Take resolution beyond opening and closing tickets. Gain complete intelligence around assets and operations using Netenrich real-time dashboards, predictive insights, and analytics to resolve issues that cause alerts and outages before they happen.

Overcome the tool problem

Most companies use more than 15 monitoring solutions which leads to tool sprawl and complexity—and IT still isn't first to know when something goes wrong. Plug into Resolution Intelligence to leverage managed tool integration, 24x7 expert eyes-on-glass, and always-on-always-current best practices, runbooks, and standard operating procedures.

Resolve for today *and* tomorrow.



Optimize for customer experience

Maximize internal and external customer satisfaction across your user journeys. Achieve greater insight and value from investments in application performance (APM) and digital experience management (DEM) tools to expand your capabilities without buying more.



Align for better outcomes

Plug into Resolution Intelligence to improve IT efficiency and free your own experts to accelerate transformation. Realize the benefits of modern technology, processes, and expertise to start seeing value in days or weeks versus months and years.



Evolve for cloud-scale agility

Adopt modern, agile operations to springboard IT and business to the next level. Modernize ITOps today to resolve for whatever comes next — SD-WAN, SaaS, broader use of DevOps, site reliability engineering (SRE), and more.



Automate for efficiency

Leverage powerful automation from integrating and updating tools to managing data sources and alerts to reducing noise and auto-remediating more incidents.

NETE RICH

Start now

Ready to take the next step?

Run our [ROI calculator](#) to see how you stand to benefit from Resolution Intelligence today.