



**INFRAGENIE**  
AUTOMATED INTELLIGENCE

Zero Touch. Zero Impact.  
Infrastructure Operations Automation solution

## Predict, Learn, Automate with InfraGenie's Reliable Automation Platform

Today's complex, hybrid IT environments demand a system that doesn't just respond but learns as it responds. With DigiOps driven by InfraGenie from Mphasis, your system not only learns from past events, it can predict the future.

### Do You Recognize Yourself in Any of These Situations? CTO/CIO Challenges

#### Challenge 1: Unable to predict service outages.

*"I got 45 issues (Sev1 and 2) last month, if you can predict even half of them, I will be very happy"*

The InfraGenie platform has an inbuilt analytics engine that predicts incidents before they happen. You'll be able to predict and pre-empt these issues and more, improving uptime and reliability in your system.

#### Challenge 2: Unable to leverage data.

*"In the last 30 days, my network route between my two main locations has been failing every 3-4 days. I know the answer is somewhere in the billions of records in HP Arcsight, but how do I find it?"*

InfraGenie analyzes both structured and unstructured data. The system creates an alert in the ITSM tool, which is then routed through the automation engine for autonomous resolution. In case it is not resolved through the virtual engineer, it is then routed to a human engineer with enriched data.

#### Challenge 3: System doesn't learn.

*"In the last 30 days, the corrective action for over half of my high- priority issues has been restarting a server or an application before even the first second of investigation"*

With over 750 KIs in our knowledge database, the automation engine can be easily taught to fix these type of repetitive issues. Where there is a pattern, these problems can be predicted before they impact the environment.

#### Challenge 4: Not been able to scale up and down based on my current utilization reports.

*"All OEM providers give me tools to tell me when I am over utilizing and need to buy more hardware, I wish I could also know when to release resources"*

The prescriptive analytics function of InfraGenie enables customers to act in time for the infrastructure scalability needs.

## Challenge 5: Tracking and responding to warnings.

*Every Monday morning, there is spike in incidents because of some device failure which was giving warnings since Friday evening. Forget any major changes, if I could just track those warnings and move the maintenance downtime window to Saturday midnight instead of Monday morning, my CSAT would go up significantly.*

InfraGenie's automation engine, coupled with predictive analytics, tracks the alerts and prevents it from causing further damage thus providing customers with zero touch, zero impact operations.

## Challenge 6: Pressure to speed up digital transformation.

When there's pressure to speed up digital transformation, you have only a few options. We offer additional resources to complete your digitization at lightning speed.

## Challenge 7: Proliferation of automation tools and low automation ROI.

*"By 2017, 75% of enterprises will have more than six diverse automation technologies within their IT management portfolios, up from less than 20% in 2014." (Gartner study). Immature I&O, opportunistic automation, and other issues can lead these problems. Scripts are fragile. There's inconsistent quality of service.*

InfraGenie offers an end-to-end solution. Well integrated technologies offer a seamless transformation with consistent quality of service.

## Challenge 8: Frequent outages and downtime.

*"My business users are very unhappy! Frequent outages and downtime are really hurting our productivity."*

InfraGenie can predict 95 to 98% of device failure. Repetitive issues are automatically resolved before the business feels the impact. Predictive analytics elevates the warnings that eventually turn into a device failure thus increasing the resiliency of the IT systems.

## Learn More

Learn more about InfraGenie today. Visit our website [[www.mphasis.com/infragenie](http://www.mphasis.com/infragenie)] or contact your Mphasis representative to explore how InfraGenie can automate and predict IT issues before they start.

## About Mphasis

Mphasis is a global technology services and solutions company specializing in the areas of Digital, Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys. We partner with global financial institutions in the execution of their risk and compliance strategies. We focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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