

Joint solution brief: DRYiCE™ Software & LogicMonitor

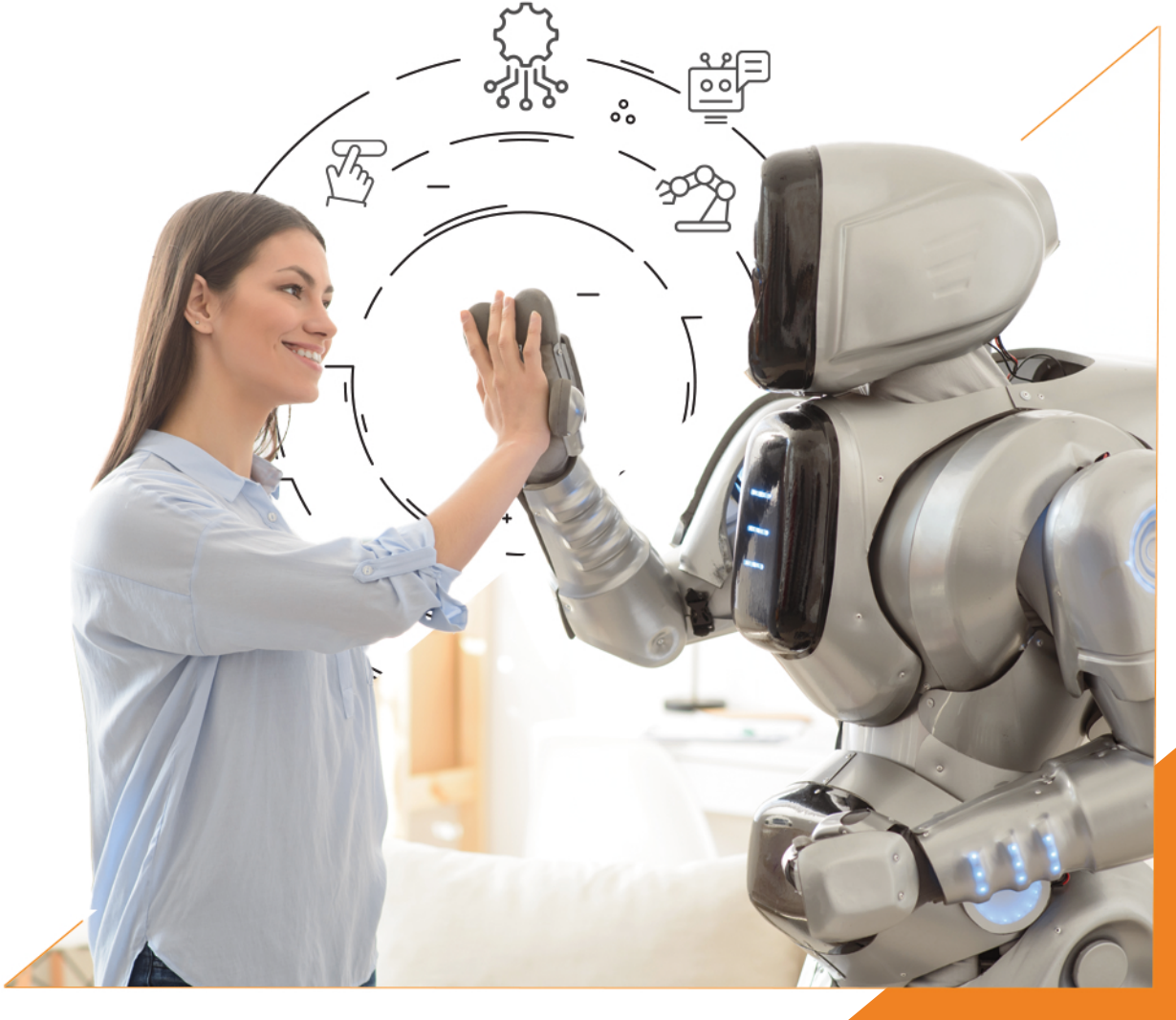


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Delivering Business Value

Decrease Mean Time to Repair with AIOps Early Warning System and Automation

When it comes to IT infrastructure monitoring, complete visibility is no longer enough. Instead, engineers and administrators need a more intelligent platform that provides meaningful insights from this visibility and helps them determine where their attention is needed to maximize uptime and performance. That's why LogicMonitor created an AIOps Early Warning System, which identifies and warns users of issues before they arise, helping speed up the meantime to repair and prevent downtime altogether. With dynamic thresholds, root cause analysis, and forecasting LogicMonitor intelligently identifies signals from noise and makes these signals more actionable for IT ops teams, so they can proactively fix issues before they result in business impact.

Through a partnership with DRYiCE Software by HCL Technologies, the actionable signals identified can be automatically or semi-automatically remediated by DRYCE iAutomate. It is an Intelligent Runbook Automation product that brings Artificial Intelligence (AI) and Automation together to simplify and automate enterprise IT operation lifecycle. It leverages Machine Learning (ML) and Natural Language Processing (NLP) to comprehend issues, recommends corrective actions, and initiate automatic resolution, enabling zero-touch automation.

By leveraging a repository of over 1500 configurable and reusable runbooks, it provides robust end-to-end incident remediation and task automation across the infrastructure and applications landscape.



Joint Solution Benefits



Identify issues more quickly and pinpoint the origin of a problem, without clouding your focus with side effects from the original issue.



Zero in on resources that cause outages and speed up your mean time to repair.



Ensure alerts are only sent for anomalies, reducing alert noise and fatigue while helping to eliminate the need for manual threshold tuning.



Find issues that deviate from the norm to maximize performance, prevent downtime, and increase IT efficiency.



Execute automated workflows to rapidly remediate the incident.



Leverage self-learning to optimize and improve operations over time.

About LogicMonitor AIOps Early Warning System



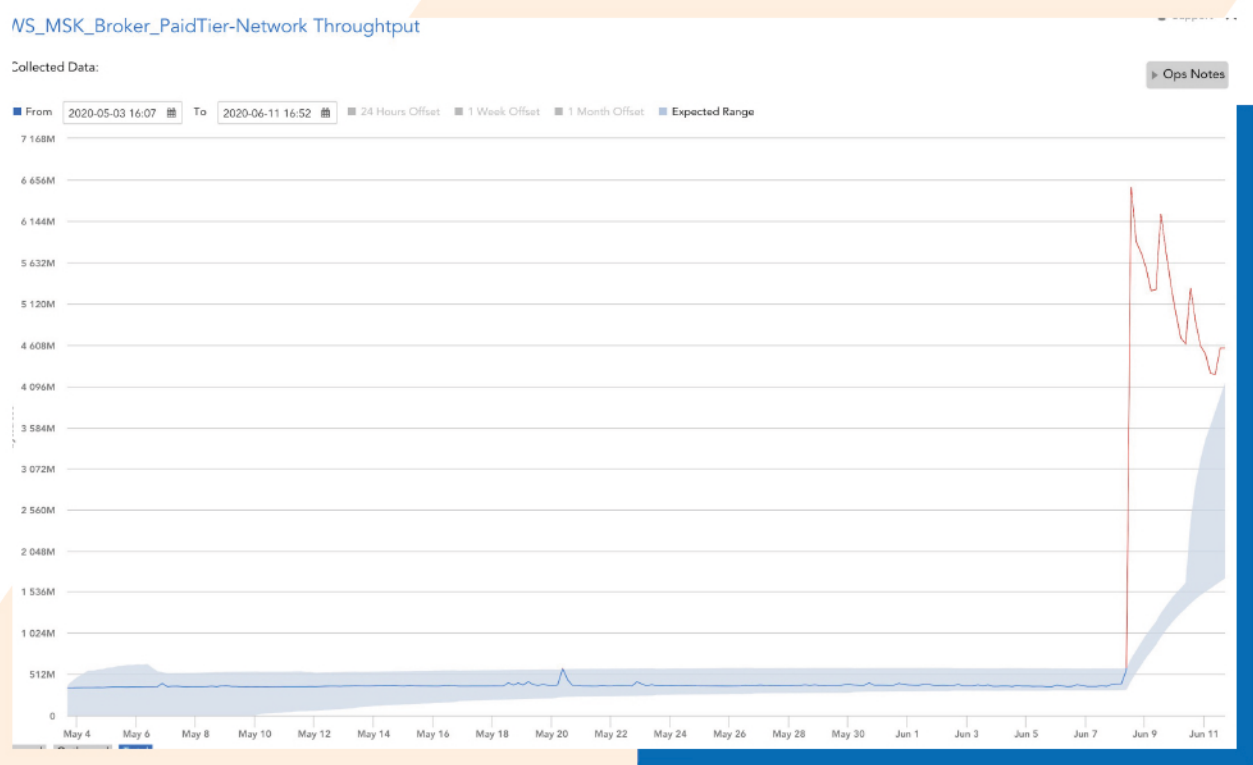
Using LogicMonitor's AIOps Early Warning System, you can easily see and understand potential issues in the system and be more proactive in resolving them. This is a great feature that is helpful in many use cases across IT infrastructures.

- Idan Lerer, Sr. Director, US Operations at OptimalPlus.



| Dynamic Thresholds

Dynamic thresholds use anomaly detection algorithms to detect a resource's expected performance range based on past performance and ensure alert notifications are only sent out for anomalous values outside of this range. Dynamic thresholds will catch anomalies in metric values, metric rate of change, and even metric patterns (such as a drop in traffic where it isn't normal) that traditional static thresholds may not detect. In addition, dynamic thresholds can be used to reduce noise where static thresholds aren't tuned well, so you can ensure your team is focusing on what's important.



An anomaly in network throughput (highlighted in red) caught by dynamic thresholds

- **Increase IT efficiency:** Customizing thresholds can be time-consuming & difficult for large environments. With dynamic thresholds, we'll ensure that alerts are only sent for anomalies, eliminating the need for manual management of monitoring & enabling you to increase your monitoring ROI.
- **Detect issues sooner:** Dynamic thresholds enable teams to understand expected performance and where performance deviates from what's normal & needs attention before these deviations are caught by traditional thresholds.



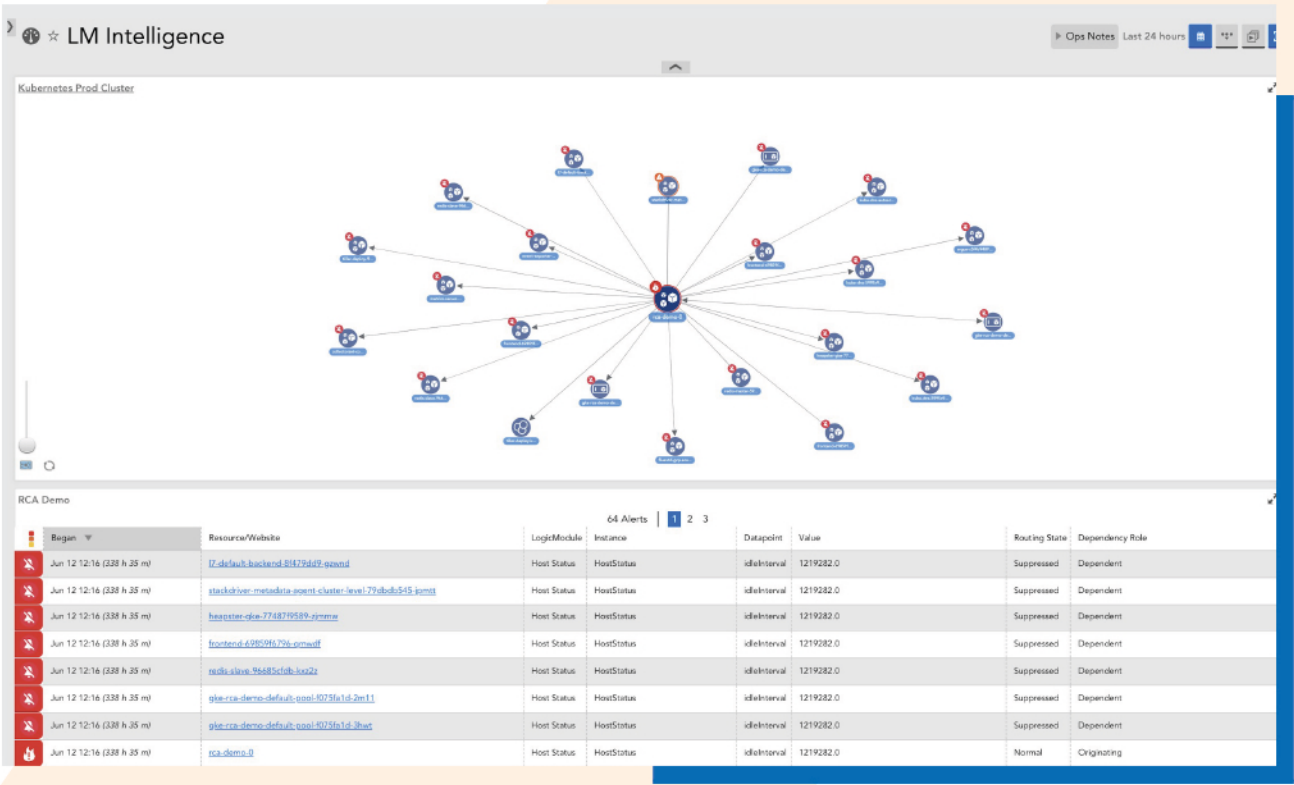
Linux machines notoriously generate lots of CPU performance alerts. These machines are being highly utilized intentionally and well within their limits, but it's creating noise, with LogicMonitor's dynamic thresholds, we only get alerted when the CPU is truly abnormal.

- Jason Smith, Associate Director at Agio



Root Cause Analysis

With root cause analysis, LogicMonitor uses automatically discovered relationships between monitored resources to identify the root cause for triggered alerts and notify users of the originating issue, while preventing notifications for dependent resources in the alert. When a core or root device goes down affecting connectivity for downstream devices, Root Cause Analysis (RCA) will identify the originating and dependent resources and subsequent alerts and disable notifications for dependent resources.

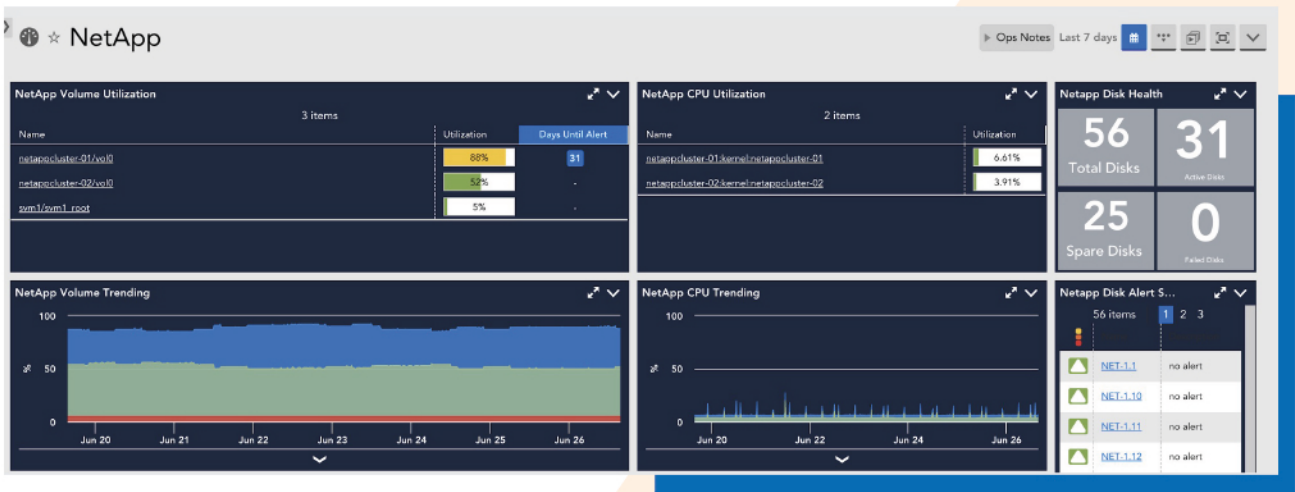


A dashboard showing a topology map of a Kubernetes cluster with an alert overlay, and an alert widget that shows dependent alerts grouped with an originating alert (as determined by LogicMonitor's root cause analysis feature)

- **Avoid alert fatigue:** Users are only notified of the root cause issue allowing them to focus on what's important without getting overwhelmed by dependent side-effect issues.
- **Improve MTTR:** Alert notifications that identify the root cause and filterable in-app alert data enable your team to zero in on resources that play a key role in outages & more quickly identify and resolve issues.

Forecasting

LogicMonitor’s data forecasting allows you to predict future trends for your monitored infrastructure, using past performance as the basis. Forecasting is an AIOps tool that is very helpful for issue diagnosis and mitigation and can help you determine whether an alert represents a one-time anomaly, requires immediate attention, or will require attention in the near future.



A dashboard displaying volume utilization and forecasted days until alert

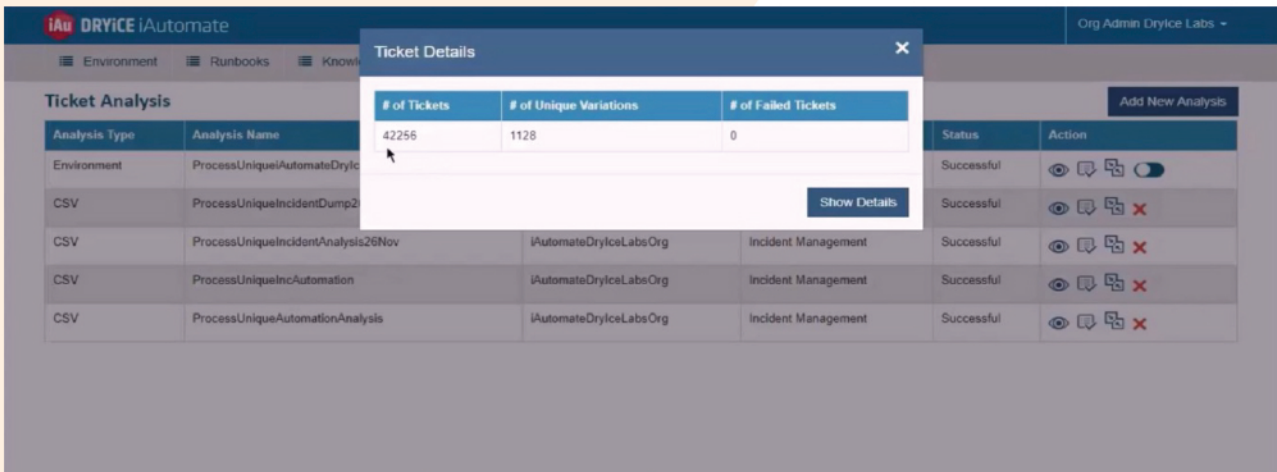
- Proactively prevent issues: Forecasting can help you identify upcoming issues before they trigger alerts, so you can prevent downtime.
- Budget planning and resource management: Infrastructure components that have lifetimes or capacity associated with them, forecasting based on the predicted health and performance of your monitored devices can provide insight into the timeframe and magnitude of recurring events, as well as upcoming expenses.

About DRYiCE iAutomate

Self-learning & Self-healing, Self-Service driven identification of Automation candidates

Function: Leverage NLP to understand and analyze the context of the issue, recommend the most relevant runbook from its repository, trigger it automatically for remediation.

Benefits: Speed, consistency, automated action, reduced cost and enables shift left in service desk operations



DRYICE iAutomate

DemoUser

Environment

Runbooks

Analysis

Tickets

Ticket Logs

Dashboard

Help

View Ticket

Back

Export Summary

Similarity Score

<=90

Canonical Summary

sysd : IN_GO_WM0XMIT_LYN - Transmission Queue TORIN_B1.C0 on queue manager MFW0 contains 1579 messages. (Count : 1734)

	Ticket Number	Summary	Confidence Score(%)
	INC003054849	sysd : IN_GO_WM0XMIT_OA - Transmission Queue GBLU_B7 on queue manager MFW0 contains 10 messages.	90
	INC003085435	sysd : IN_GO_WM0XMIT_OA - Transmission Queue GBLU_B7 on queue manager MFW0 contains 8 messages.	90
	INC003049400	sysd : IN_GO_WM0XMIT_OA - Transmission Queue ATLAS_A1 on queue manager MFW0 contains 5 messages.	90
	INC002992823	seg0m12136-n1 : IN_GO_WM0XMIT_GOT - Transmission Queue von queue manager VGTGOTP1 contains 2 messages.	90
	INC003157370	v791 : IN_GO_WM0XMIT_GOT - Transmission Queue ARWEN_A5 on queue manager VP71 contains 1 messages.	89
	INC003154931	v292 : IN_GO_WM0XMIT_OA - Transmission Queue EOWYIN_A3 on queue manager MQ5A contains 2 messages.	89
	INC003146626	v791 : IN_GO_WM0XMIT_GOT - Transmission Queue ARWEN_A5 on queue manager VP71 contains 1 messages.	89
	INC003145073	v292 : IN_GO_WM0XMIT_OA - Transmission Queue EOWYIN_A3 on queue manager MQ5A contains 1 messages.	89
	INC003145030	v291 : IN_GO_WM0XMIT_GOT - Transmission Queue ARWEN_A3 on queue manager MQ2P contains 1 messages.	89
	INC003144976	v292 : IN_GO_WM0XMIT_GOT - Transmission Queue ARWEN_A3 on queue manager MQ5P contains 1 messages.	89

1 - 10 of 1734 items

seg0m10386 : IN_GO_VCOMDistTooOld3690 - On the VCOM Identity: VITE2 VF08 there are old distributions. DIST VITE2 VF08 PARTNER=NPERCPTP RC=00001 STATUS=35 (Count : 1285)

tsmgt013 : 0100_backup_server_tsmgt013_savegrp_failed:ANR2579C Schedule WED_2300_FULL in domain VIT_HANA_ZW_ND for node R3FP20B_HANA failed (return code 151) - (Count : 1002)

seg0m14152-n2 : IN_CN_MMSH_d_GOT - Queue MMSH APP RECEIPTTIMEINFORMATION IN on queue manager BALIN_A1 contains 1 messages. (Count : 587)

v719 : IN_GO_WM0QueueMsgTooOld_GLB - c on queue manager VF19 contains 31 msg and oldest msg is 605253 seconds (Count : 938)

seg0m13927-n2 : IN_GO_WM0QueueHalfFull_GOT - Queue FIENGINE.APP ORDERINVOICE.IN on queue manager FRODO_S1 is 50.2 % full. (Count : 711)

WLN-KUL-8lrvrB&k-w-002 : Extended Office Hours Default Chassis Ping fail for 10.235.45.16. ICMP Timeout (Count : 426)

seg0m13272.rds.demo.com : Non System Logical Disk Free Space is low - Non System Logical Disk Free Space is low Instance WMSSQL11.SQL1MSSQLIDA (Count : 383)

Automation diversity

Function: Supports different types of automation –

- Incidents
- Service Requests Tasks
- Change Requests Tasks
- Event-driven remediation
- Scheduled Executions
- Ad-Hoc Executions, and many more

Benefits: Agility, Reduced MTTR

DRYICE iAutomate

DemoUser

Environment

Runbooks

Knowledge

Analysis

Tickets

Ticket Logs

Dashboard

Help

Schedule Runbooks

Runbooks

Runbook Schedules

Organization*

HCL

Module*

-Select-

Runbook Tool*

-Select-

Incident Management

Service Request Task

Change Request Task

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Extensive OOB runbook repository covering both compute and network layers

Function: More than 2500 reusable and configurable runbooks available out of the box customizable based on the client's existing processes and other requirements. Build non-existent automated workflows on the fly.

Benefits: A higher percentage of immediately automatable alerts, Faster speed to value.

IAU DRYICE iAutomate

DemoUser

EnvironmentRunbooksKnowledgeAnalysisTicketsTicket LogsDashboardHelp

Inventory Runbooks

Show 10 entries

Search here

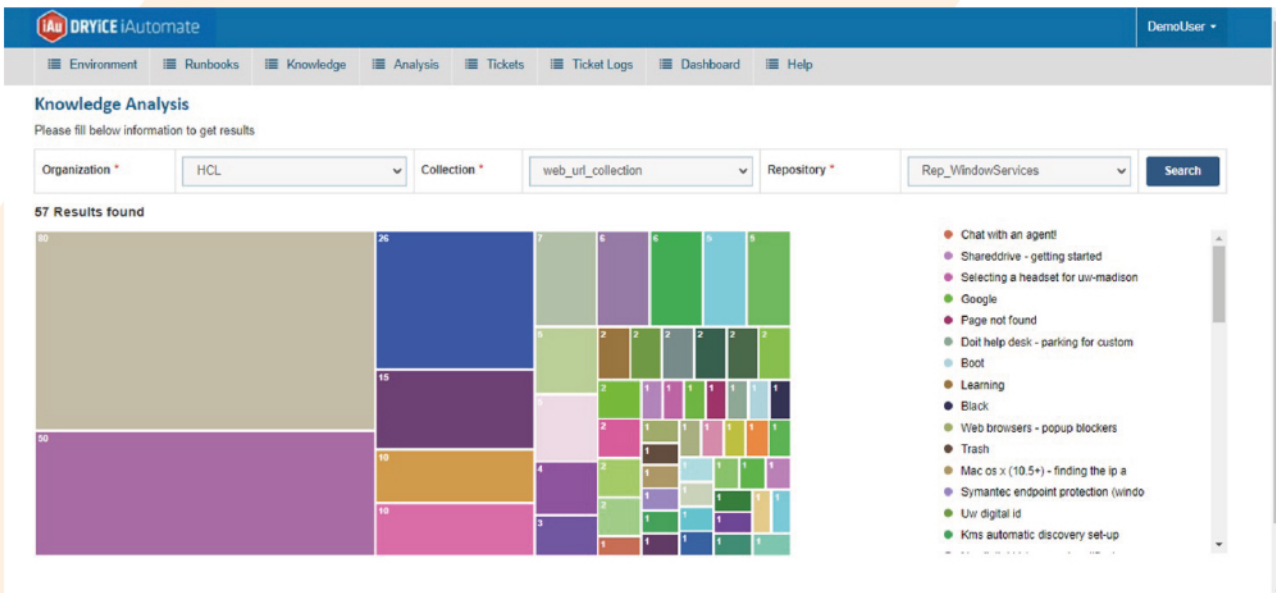
Runbook Name	Runbook Description	Action
Access_Lync_Control_Panel	To do Lync Control Panel Accessibility Test . Lync Control Panel Accessibility is to be tested .	View
Access_Request_Admin_AIX	To provide Server Admin Access privilege . Admin access on server is to be made . User wants Admin Access privileges on VM .	View
Access_Request_Folder	Provide Access to Folder . Request Access to folder .	View
Access_Request_Share_folder_Solaris	Get Share folder access . Access of Existing Share folder .	View
Account_lockoutMgmt_AIX	Account lockout management . get the management status of Account lockout .	View
Account_LockoutNotification_Win	Account Lockout Notification to Users . Notification of Account Lockout is to be generated .	View
Access_Remove_MYSQLInstance_Linux	Remove access from the MYSQL instance in Linux server . MYSQL instance access removal .	View
Access_Remove_MYSQLInstance_Windows	Remove access from the M SQL instance in Windows server . MYSQL instance access removal .	View
Access_Request_SharedDrive_Windows	Request access to Restricted Share Drive . Restricted Share Drive access provisioning is to be requested .	View
Access_Request_SharedPath_Windows	Request Access Right details for Shared Path . Details of Access Rights are to be determined for Shared Path .	View

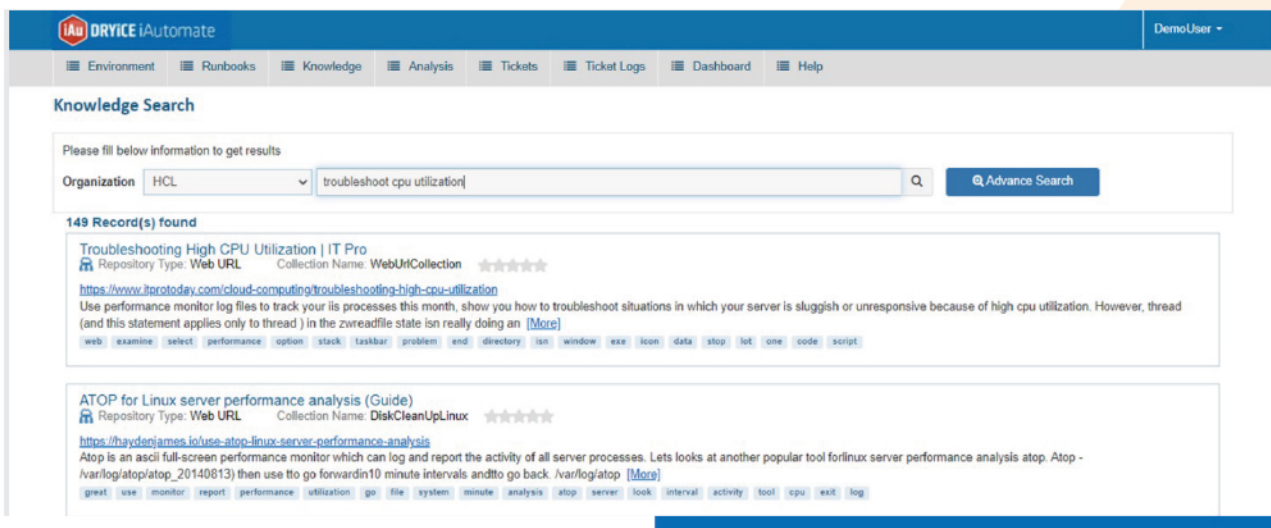
1 - 10 of 2,517 items

Knowledge assistance

Function: Aggregates knowledge from multiple enterprise sources, internal and external to build a unified knowledge base. Proactive Knowledge Assistance to human agents for faster resolutions.

Benefits: Reduced human error, increased availability and consistency





Delivering Business Value



Automated remediation allows enterprises to reduce the costs of their service desk operation while improving reliability and customer satisfaction. DRYiCE iAutomate is a proven solution, used in production with numerous global clients. It is available as an on-premise or cloud-based solution. Intelligent, unified monitoring platforms allow enterprises to predict and plan for what’s ahead. Monitoring helps businesses move from asking “what happened?” to predicting what’s coming, solving problems before they start, and using data to unlock opportunities. LogicMonitor is a cloud-based observability platform that provides visibility and insights across your entire IT landscape, from datacenters to the cloud. Intelligently correlates billions of metrics and data points across diverse IT environments, unifying metrics, logs, and traces from your infrastructure to the edge.

[Click here to learn more or request a trial of DRYiCE iAutomate.](#)

[Click here to learn more or request a free trial of LogicMonitor’s monitoring solution.](#)



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