

# DesiCrew Managed AIOps

The Next-Gen Managed IT Services  
with Artificial Intelligence



desicrew

[www.desicrew.com](http://www.desicrew.com)

# Introduction to Next-Gen Managed Services

Currently, businesses are in a transformational growth phase, and it is important to optimize the cost of going digital. At the same time, they need to invest in the right technology and process to accelerate their growth and keep their offering competitive. IT organizations looking to expand their business generally focus on changing how they traditionally operate and evolving the IT systems to the next generation. A plethora of options is available to them, ranging from the public cloud to the application of artificial intelligence with traditional infrastructure. During this era, the bed-rock requirements are your IT operations have 24x7 availability, high performance, security, and cost-effectiveness.

IT organizations need a clear IT management roadmap that supports their growth journey. Many CIOs try to build an in-house plan for the same. But they could not manage the resources and skills for the execution. To overcome this, they need a strong partner in IT Managed Services who is culturally fit and can deliver the IT services for them. Only such a partner can ensure the right technological progress and help them to get a return on their IT investments.

## Why Managed AIOps?

Many business leaders think that my current systems are working, so why do I need to invest in next-generation managed services. To answer this question, we need to study the post COVID challenges in IT operations and the evolution of technology over the last decade.

The summary of the challenges are:

1. Modern technology systems produce a massive volume of unstructured data daily, which contains indications for unknown problems and future problems, and cannot be interpreted by any human being.
2. The lack of suitable skills and long-term retention of human resources is a challenging task.
3. The cost of operation has gone up a lot, and IT budget cuts are a reality.
4. Economic cycles are shortened, and business requirements change regularly, which translates to continuous changes to the IT requirements.

All the above changes require IT organizations to think differently. The best strategy for them is to embrace next-generation IT operations with the help of a modern managed service provider using an AI-based (AIOps) platform. Also, the organizations should adopt a Target Operating Model (TOM) built on top of IT operational data.

# What is DesiCrew Managed AIOps?

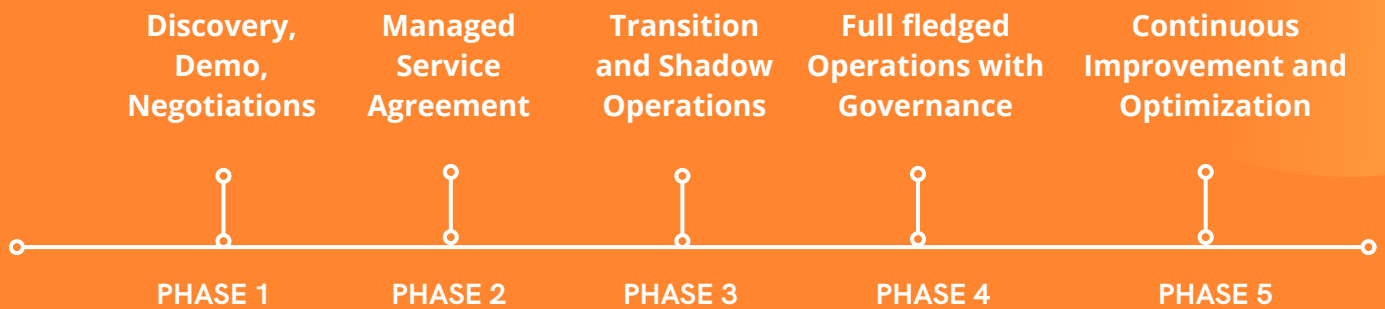
The industry analyst Gartner coined the term AIOps, which defines as "AIOps combines big data and machine learning to automate IT operations processes, including event correlation, anomaly detection, and causality determination." However, we should extend it beyond every aspect of IT operations, including end-user engagement, governance, and IT risk management. The Gartner's definition of AIOps consists of three functional components (1) observe, (2) engage, and (3) act. In addition, we need to include a fourth pillar called (4) governance from a managed services perspective. DesiCrew Managed Services is based on industry standard AIOps platform with given Target Operating Model (TOM)

## DesiCrew Target Operating Model (TOM)

The AIOps-based next-gen IT managed services TOM consists of six components, including (1) Operational data, (2) Technology - platform, (3) People - ITOps team, (4) ITOps process, (5) Governance, and (6) Business outcome.

- 1. The IT operational data:-** The new generation IT systems generate a massive volume of unstructured data. These data sets are a gold mine for finding operational issues. Everything in modern IT operations should start with IT operational data. Therefore, collecting and centrally storing all operational data is very important. The central data store is called OpsDataStore, the base for next-gen data-driven managed services.
- 2. The technology - AIOps platform:-** Analyzing and interpreting entire ITOps data is impossible for humans. The data is generated at machine speed and should be analyzed at the same speed. Therefore, it is required for the IT Organization or their managed service provider to implement a modern AIOps platform with observing, engaging, acting, and governing capabilities.
- 3. People - The IT organization and MSPs:-** The most important component in modern IT is people. The people consist of an extended IT team, including managed service provider team members. The key areas are culture, skills, and communications. The extended team should align with your culture to ensure that they can work with your team.
- 4. Process - The AITSM:-** The process is mainly driven by an enhanced ITSM called AITSM. The AITSM efficiently and proactively automate and assist with tasks, actions, and requests in the IT service management area. The AIOps platform can effectively improve the process by automating many steps.
- 5. IT Governance:-** IT Governance is the key because it effectively aligns business and IT objectives. Aligning the governance model with MSP will ensure that MSP can be responsible for the workflow bottlenecks and implementation challenges. Several industry standards exist for IT governance, including COBIT and ITIL.
- 6. The Business Outcomes:** If all the above five components are correctly put together, then the desired business outcome can be achieved.

# DesiCrew Managed Services Engagement Model



DesiCrew's Managed AI-based IT Operations is an end-to-end service covering the breadth of hybrid and multi-cloud operations, customized to fit your IT needs. Our multi-cloud and IT experts have extensive experience in helping you to define the optimal IT and cloud operations methodology and frameworks across Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform using AI-based ITOps (AIOps) technology. With DesiCrew's Managed AI-based IT Operations, you can focus on your core business activities. At the same time, we ensure your cloud and IT infrastructure are always available, performing at the optimal level, and secure.

# DesiCrew Managed Services Catalog



- 24x7x365 IT Support (L1) and ITOps and CloudOps (L2 and L3).
- Real-time observability for cloud infrastructure, IT infrastructure, and applications.
- Cloud-native observability as-a-service powered by next-generation AIOps platform.
- Optimized monitoring and incident recognition that is purpose-built for IT and cloud environments.
- Backup, restore, and disaster recovery management.
- 100% application and server patching and resource compliance management.
- The ITIL-based incident, service request, and change management.
- Cost and performance optimization through capacity planning, demand management, and right-sizing resources.
- Operational Excellence- standard operating procedures for production outages or other P1 issues and automation.
- Reporting, tracking, forecasting, and governance of managed IT operations.

## Benefits to the client

1. **Improved IT service availability** - using the right managed services from DesiCrew can improve your service availability up to 99.95%.
2. **Better incident resolution rate** - can help you to achieve up to 100% incident resolution without any SLA breach.
3. **Reduced ticket reopen rate** - DesiCrew automated and advanced ticket lifecycle management reduces the ticket reopen rate to less than 5%.
4. **Better MTTR (Mean Time To Repair)** - Advanced AIOps based analytics, incident recognition techniques, guided trouble shooting, and auto-remediation reduce the time to detect and remediate incidents.
5. **Better Cost Management** - our advanced services enable customers to optimize their resource usage and improve operational efficiency, which translates to a cost advantage of up to 20%.

# How we are different?

## Why DesiCrew?

With our comprehensive Managed AIOps Services, we ensure continuous improvement of your cloud ecosystem, optimized cloud cost management, and IT resource utilization.

1. Built on top of an advanced AIOps technology for automated IT operations with end-to-end observability, engagement, automation, and governance.
2. Automation and cost arbitrage contribute to efficiency improvement and significant cost advantage.
3. Our deep experience and expertise enable your business with the next-generation IT and cloud managed services and help you to achieve operational excellence for your IT Operations.
4. End-to-end managed ITOps provider for complete application performance management, cloud infrastructure monitoring, and cloud services life cycle support.

## How DesiCrew create value for you?

1. We provide best-in-class offerings at a lower cost - which reduces your total cost of operations.
2. We implement industry-standard IT risk management practices that help you to improve your compliance requirements.
3. Our services are tailor-fit for you and focus on your core activities with our experts.
4. Our services are available 24x7 for you, which provides better flexibility for your operations.
5. We have a large pool of IT resources that helps you to scale as and when your business demands more.
6. We are using an advanced AIOps tool that helps you recover quickly from the crisis and ensure your business services are continually up and running.
7. DesiCrew services proactively ensure that we care about your issues before telling us to do so.

## Summary

As per the proverb, "prevention is the best cure!"; hence best strategy is to do the preventive management of your IT environment with the help of managed services providers like DesiCrew. We are passionate about your growth and enable you to create a competitive advantage using our reliable IT services.

DesiCrew can be your right managed services partner who can help you innovate and improve your operational efficiency.

DesiCrew is headquartered at the IIT-Madras Research Park, Chennai. Our goal is to deliver accuracy and high quality managed services at scale to the best of our ability.

