

Proactive Incident Resolution Across Complex Distributed Environments with IBM Watson AIOps and Humio

Morgan Timpson, Product Manager at IBM and
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Introductions



Morgan Timpson
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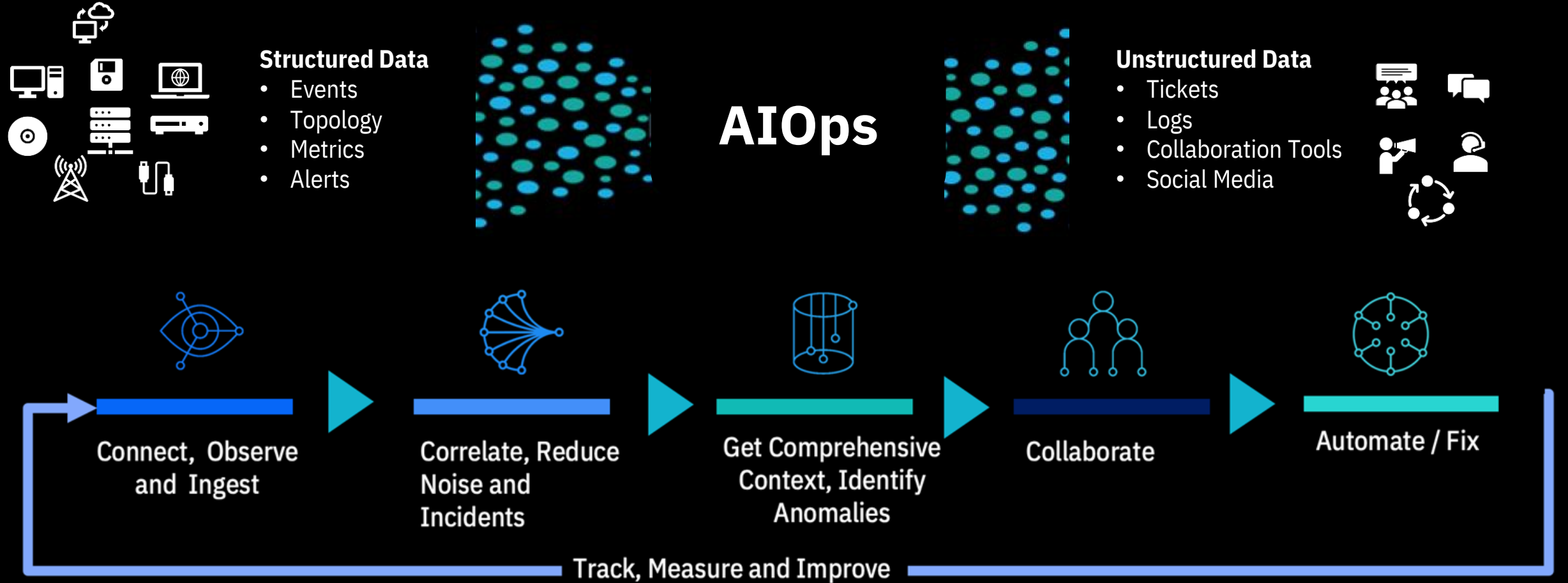


Craig Vitter
Director of Global Pre-sales at
Humio

Agenda

- What is AIOps?
- Reveal new insights faster with Watson AIOps
- Overview architecture
- Evolution of the delivery model
- IBM Cloud Pak for Multicloud Management
- IBM & Humio for real-time logging at scale
- Why customers buy Humio
- Why IBM Watson and Humio
- Q&A

What is AIOps?



Watson AIOps / © 2020 IBM Corporation

Ingest from any source

Manage across local, hybrid and multi-cloud environments

Infuse AI across the workflow

Watson AIOps

Reveals new insights faster and offers them in a concise, engaging way that transforms user experiences improves business outcomes.

DISCOVER HIDDEN INSIGHTS

- Anomalies reveal technical debts imposed by complexity
- Traditional methods don't capture anomalies in unstructured data
- Combine Machine Learning and Natural Language Understanding for unstructured and semi-structured data

CONNECT THE DOTS

- Combine multiple signals across different data channels
- Recognize similar incidents with a historic issue context graph.
- Explainability for stakeholders
- Succinct recommendations and next-best-actions

SURFACE ADVICE WHERE PEOPLE WORK

- Feed insights and next-best-action into existing workflows or ChatOps
- SITREP-style reporting enables effective decision making
- Explainability to trust recommendations
- ⁴ Learn from user interactions
- Automate with confidence

Watson AIOps - Overview Architecture

humio Logging

- Log everything - index free logging
- Real-time
- Visibility across structured and unstructured data
- Faster MTTD and investigations

Other Data Sources:

(In addition to Humio)

- Topology
- Metrics
- Events
- Alerts

Input
Data

to
AIOps

IBM AIOps

- Combine signals across data channels
- Unstructured data analysis to detect hidden anomalies and identify similar incidents
- Filter and triage to support and streamline efforts

Send
Insights

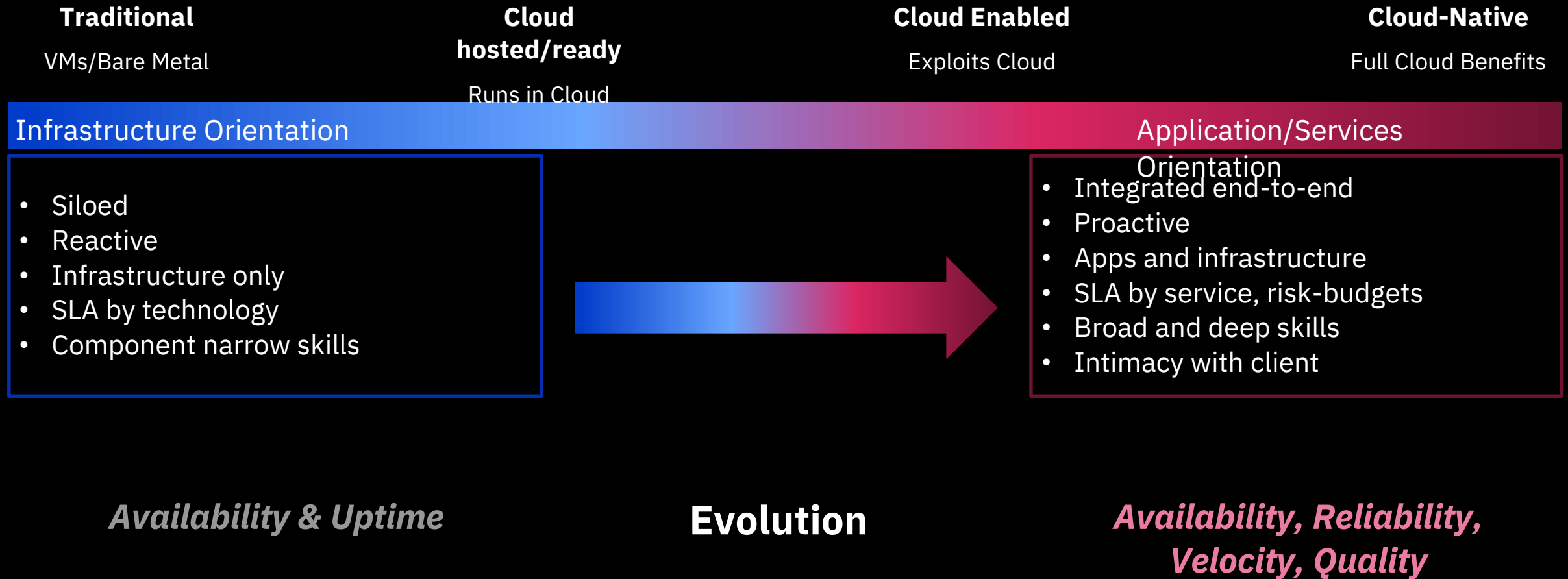
to SREs

Improved Incident Resolution

- Insights, advice and next-best-actions to accelerate workflow
- Index-free Logging to answer anything
- Delivered in ChatOps for teams to act on in real-time
- Integration to external tools & dashboards for stakeholders and reporting

Evolution of the Delivery model

Delivery evolution from infrastructure to full-stack application DevOps pipeline focus



IBM Cloud Pak for Multicloud Management

Applications, Security, Data, Operational Services

Single Control Plane for apps and infrastructure



Security & Compliance Management



Automate with AI/ML



Kubernetes Security



hazelcast

In Memory compute



Infrastructure Optimization



humio

Log Aggregation

Watson AIOps

Better predict and manage IT incidents with AI

AI to detect hidden risks & anomalies
Insights across data silos
ChatOps for faster workflow

Kubernetes Environments
OpenShift, IKS, AKS, GKE, EKS
Cloud Native Workloads

Virtual Environments
OpenStack, RHEV, VMware
Traditional Workloads



IBM
public cloud



AWS



Microsoft
Azure



Google
Cloud



Private

IBM and Humio for real time logging at scale

Modern, purposeful approach

- Modern data architecture
- Index-free
- Streaming data



Humio.com

Ecosystem integration

- IBM Cloud and IBM Edge
- Self-hosted & cloud applications
- Devops and security use cases



Strong momentum

- Fortune 500 Customers
- Large enterprises, organizations globally
- Backed by Accel and DTC



Why customers buy Humio

Sample Business Case

Acme Inc, a retailer has a presence along the eastern corridor. Due to the current pandemic, they have seen their demand shift in favor of online shopping. They generate about \$25M in sales every day.

Every minute of downtime, has the potential of resulting in \$17K lost revenue (i.e. \$25M/1,440 min/day)

They need to be able detect issues and outages in their online shopping platform fast minimize potential loss.

Sample Technical Problem

The Client does not have all the necessary log details to support the resolution of problems.

They spend significant amounts of time logging into each server to find the cause of problems, resulting in hundreds of thousands of dollar in lost revenue opportunity.

They need to reduce the Mean Time to Recovery with access to operational logs at scale, with real time observability.

Cost-effective, efficient log storage for application monitoring

Humio Key Use Cases:

- More easily diagnose the root cause of application issues to iterate and resolve quickly.
- Monitor system performance and be alerted to issues and outages in real time.
- Use insights to more easily troubleshoot server, network, and system issues.

Humio Differentiators:

- Focus on application logging and associated use cases
- Reduce cost on software & hardware by up to 70%. Allows you to log everything.
- Proprietary compression helps save cost on the infrastructure, network, storage, etc.
- Ingests index free – it is faster; search in real time as logs are collected.
- Integrations into CP4MCM, SIEM's, AIOps tools.

Why IBM Watson and Humio?

- Humio easily handles large volumes of log data that Watson turns into valuable insights for your Ops team.
- Scales easily as your data sets grow.
- Detect issues to get to the root cause in real time.
- Ability to log everything to ensure you have the data needed for incident response.

Q & A



Thank you!