

# Benefits of Automating IT Operations

“ The number one driver automating IT services, for most companies, is labor cost reduction that can exceed 40% ”



A number of IRPA AI members have asked us about the **benefits of automating IT operations**. Due to the growing interest, Frank Casale, the founder of IRPA AI, sat down with Joseph Mohacsi, Senior Automation Specialist at IRPA, in this **exclusive 3x1 (3 questions and 1 experts) interview**, to take a **deeper look into the space**.

**Q** We're seeing much more activity in automation in IT ops. Why do you think this is happening?

**A** There is a real need to perform much more, with faster and fewer resources than ever before. Automation of the past relied on a static process or strategy to achieve technology and business goals. But, **today the process model and ways we accomplish tasks themselves are changing and having a cascading effect on models with which they interact**. Therefore, the automation required today needs to have an intelligent component that can learn and **adapt to new methods, strategies, and capabilities**, not apart from, but in confluence with interacting processes and systems. Some examples include:

- Integrated business/IT services
- Product/platform centric IT
- Agile lifecycle /continuous delivery
- Customer experience oriented AI tools
- Analytics based AI tools

Q

You advise people to utilize intelligent automation systems vs. traditional RPA. Why is that?

A

Traditional RPA answers the question of “how will we do it.” Today, it must answer “why are we doing it and why are we doing it this way.” Traditional RPA was not designed for this shift in consciousness, nor leap in process performance that we are currently experiencing in both technology and business processes. Intelligent decisions for the choices available need to be made as part of the processing. Often these decisions require volumes of data, collected over time for which AI is well suited.

Q

What are the most common benefits for those automating IT processes?

A

The number one driver for most companies is labor cost reduction that can exceed 40%, however these are some additional benefits:

- Anomaly detection – the intelligent analysis of large volumes of monitoring data that have contextual and historical richness. This analysis can be used to detect anomalies by sensing sudden changes in behavior and having a better understanding when the anomaly is real reducing false alarms.
- Topology analysis – this analysis can uncover an ever increasing accurate representation of devices, systems, and entities in the environment to include hierarchical, peer-to-peer, and temporal relationships in between cloud elements. An example of this construct would be a graph database maintained in near real time.
- Root Cause Analysis – increasing the speed of being able to isolate the root cause and impact of anomalies will enhance the MTTR performance.

- Behavior profiling – this analysis is the understanding of the contribution of each metric and how it relates to the overall behavior profile of entities. Also, it is a further understanding of how profiles effect each other in altering the performance of the entities they represent. The effects are multi-dimensional and require computational tools for which AI was designed.
- Predictive – this analysis arms operators with the ability to be pre-emptive and proactive in isolating indicators of possible issues even before they surface. This also helps to plan for better data center designs.

Do you have questions about how automating IT operations can bring value to your company? [Email us](#) to get more information.

## About Our Authors



Joseph Mohacsi is an accomplished technical software professional experienced in Enterprise Network and Systems Monitoring and Management applications helping customers on site and remotely to solve escalations and win customer loyalty. He has experience in managed customer escalations by identifying the technical root causes for functional/performance issues and then created a strategy for remediation. In addition, he's able to identify and generate reference-able customers for new products or product versions by providing exceptional technical support and providing scripts that enhance the customer's automation strategy.



Frank J. Casale is Founder and CEO of the Outsourcing Institute (OI) as well as the Institute for Robotic Process Automation (IRPA). Established in 1993, OI is a global marketplace and community of 70,000+ executive members including leading practitioners, service providers, advisors, thought leaders, industry observers and analysts. The mission of OI is to leverage the collective wisdom and best practices of this evolving outsourcing ecosystem along with the latest abilities of internet technologies to enable powerful alternatives for learning, networking, career development, publishing, transacting and relationship management for those in the outsourcing arena.