Key Benefits

- Reduce noise by 90% and find issues faster
- Reduce MTTI by 90%
- Reduce MTTR by 50% & correlate to root cause
- Immediate OPEX savings
- Agile & proactive operations

Over the last few decades, IT organizations have invested heavily in efforts to improve the reliability and efficiency of their IT infrastructure. Many of these efforts resulted in large expenditures on tools and software. However, even with these solutions, many companies still continue to struggle with excessive noise, lengthy troubleshooting times and increasing OPEX costs as IT environments continue to change and businesses evolve.

Grok AIOps

Grok takes a new approach to solve this problem and is changing how companies leverage artificial intelligence (AI) and machine learning to more effectively and efficiently manage their IT environments. Grok provides a powerful AIOps platform to address critical time-consuming operational tasks such as noise reduction, correlation, root cause analysis and incident prediction. Grok's plug and play machine learning model processes events and data in real-time to build sophisticated IT infrastructure models with minimal configuration. Minimal data sets quickly form observations in Grok to immediately deliver value while the platform continues to learn and become more intelligent over time. In addition, Grok is the only AIOps solution to eliminate and reduce the time spent on manual administrative tasks - no more static rules, cookbooks, toolkits or CMDBs needed to reap the benefits of AIOps. The platform was built to learn, provide insight and ease the burden of manual effort for the whole organization.

Manage Beyond the "Sea of Red"

Utilize machine learning to find the signal through the noise, allowing teams to focus on critical insights identified by Grok. Leverage incident prediction and anomaly detection to proactively manage your dynamically changing environment.

Deliver Continuous Availability

Quickly diagnose issues and find probable root cause. Grok clusters similar and related events with change information so your teams can easily identify the issues to resolve, while keeping your services and apps available and operational.

Models Built for You

With plug and play machine learning, Grok quickly ingest your event and data streams to automatically build infrastructure models that are tailored to your environment - no configuring algorithms or toolkits.

Quickest Time to Value

Grok immediately begins to learn your IT environment and delivers value in days, not weeks or months. Start to make a positive impact on the business quickly with your real time event and data streams.

AI & Machine Learning for All

AI & machine learning capabilities are built into all aspects of the Grok solution to provide benefits for operational teams as well as infrastructure teams tasked with configuring, maintaining and supporting the solution.

Build Agility & Innovation

Leverage machine learning every step of the way, enabling your teams to respond efficiently to changes and disruptions in the environment. Focus on critical issues and free up time and resources to innovate & transform your business.
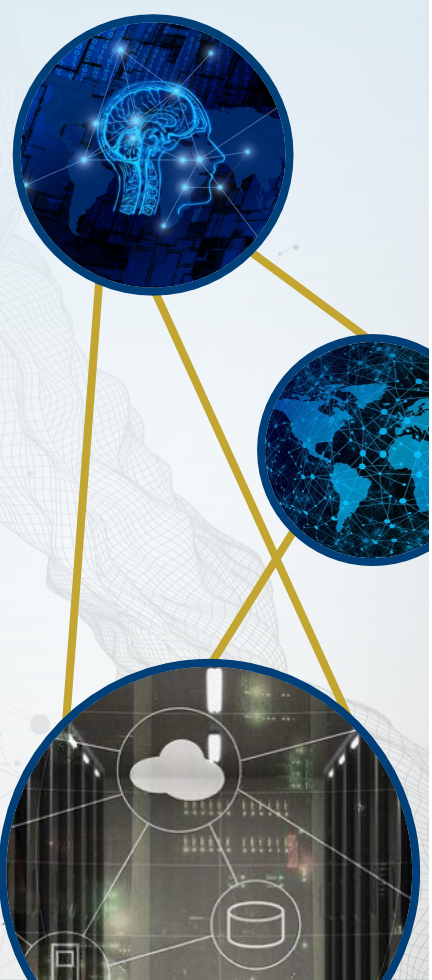
Noise Reduction

Correlate and cluster events to reduce noise with real-time machine learning model and focus on issues that matter

- Event clustering and correlation based on time series, iterative, hierarchical clustering machine learning model
- Generate optimal clusters in modern IT environments
- Groups and suppresses similar or related events to reduce noise
- Prioritizes events indicative of probable root cause

Correlation & Probable Root Cause

Automatically correlate, group, contextualize and identify common underlying issues & probable root cause.

- Automatically correlate and cluster similar and related events
- Probably root cause based on time, relationship and historical information
- Display in timeline with additional contextual information from change management and ITSM systems
- Invoke intelligent ticketing and automation

Anomaly Detection

Proactively analyze real-time performance data stream to find and identify anomalous behavior

- Find and detect anomalous infrastructure behavior
- Reduce reliance on static threshold-based monitoring
- Multivariate analysis utilizes industry-leading HTM (Hierarchical Temporal Memory) anomaly algorithm for streaming data based on deep neuroscience research

Plug and Play Machine Learning Model

Plug and play machine learning model automatically learns and builds representation of infrastructure

- Modeling IT infrastructure without the need for external CMDBs, cookbooks, toolboxes, machine learning expertise
- Create multi-dimensional representational model of infrastructure from in-line, real-time events
- Operational value in days, not weeks/months - no need to pre-process months worth of events
- Self-learning model updates & processes in real time
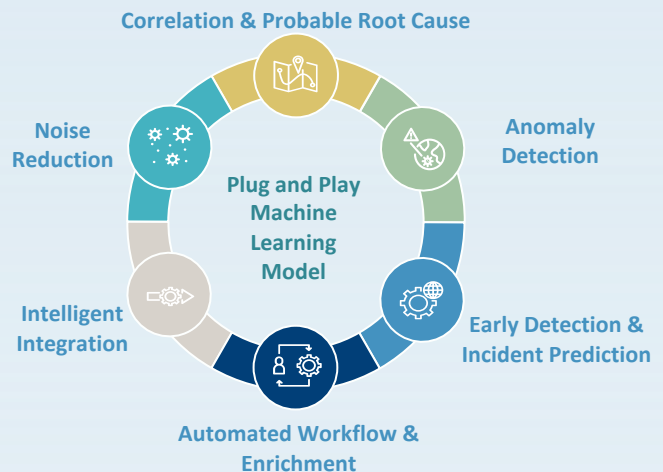
Intelligent Integration

Analyze events from any source and intelligently construct event stream to process only what is relevant

- Integrate and ingest events from any monitoring, event, ticketing or custom tool
- Intuitive visual drag 'n drop UI integration tool
- Highly performant processing supports highest volumes
- Machine learning-driven event splitting & shaping to model events relevant to the business

Automated Workflow & Enrichment

Automatically enrich and assign workflow without the use of static rules

- Combine, consolidate, and display detection in a contextual view
- Utilizes machine learning to automatically classify groups of events (detection) with associated incident type, labels, assignment, and workflow automation
- No need to create or maintain rules
- Recommends workflow for similar future incidents

Early Detection & Incident Prediction

Proactively analyze real-time event stream to identify leading indicators of incidents to take early action

- Leverage machine learning to provide early warning
- Multi-dimensional machine learning analyzes event streams to identify similar signatures leading up to incident
- Signature matches trigger notification and auto-creation of new detection to maximize time window to respond