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PURPOSE BUILT FOR SOLVING THE NOISE PROBLEM

AI LEARNING WITHOUT RULES

Over the last few decades, IT Operations have invested heavily in efforts to improve the reliability and efficiency of their IT Network and Infrastructure. Many of these efforts resulted in large expenditures on monitoring, observability and AIOps tools. However, even with these solutions, many companies still continue to struggle with excessive event and ticket noise, lengthy troubleshooting times and increasing OPEX costs due to dynamic and evolving network environments.

And while most AIOps platforms boast machine learning capabilities, their architecture remains dependent on a rules-based approach, whether it's the use of topology, CMDB or conditional logic. Use of machine learning (ML) across AIOps platforms today is minimal and the need for integrating AI into the DNA of IT operations remains.
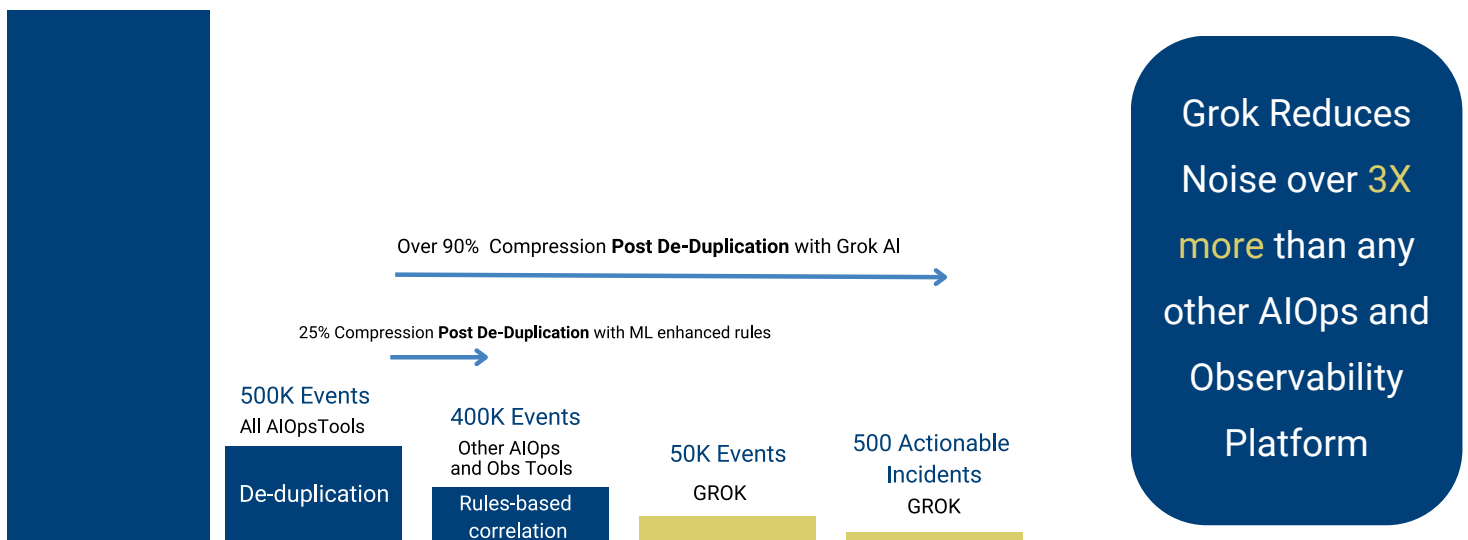
 Grok's Cognitive AI Learning Architecture is rooted in a blended approach of neuroscience principles and advanced ML techniques. With a plug and play approach, Grok autonomously learns and adapts to any modern IT environment. In other words, Grok does not require a CMDB or any predefined rules or preprogrammed ML definitions. As an outcome of its AI model sequencing and training, it will learn which events are tied to the same underlying root cause.

HIGHLIGHTS

- 100% AI Learning Architecture

- 300% More Event and Incident Compression than other AIOps & Obs Tools

- Actionable Predictions (Up to 6 Hours Lead time)

- Accelerated Root Cause Analysis & Intelligence

- Self-Driven AI Automation Pipeline

- AIOps Index

- Intelligent Incident Response and Ticketing

- Augmented AI Interface

- ChatOps

CROSS ENTERPRISE SOLUTIONS

- Network Operations

- Cloud Svcs/Operations

- Platform Engineering

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UNMATCHED NOISE REDUCTION

Employing a combination of of supervised and unsupervised machine learning techniques, Grok can analyze vast amounts of diverse telemetry to detect anomalies or patterns indicative of potential incidents. There are two key ways that Grok reduces the volume of tickets:

- Incident Prevention - By analyzing historical data such as tickets and human actions, Grok's AI algorithms can predict potential failures or vulnerabilities. These predictions enable teams to proactively implement system updates, patches, or configuration changes to mitigate risks and minimize the likelihood of future incidents. Furthermore, Grok uniquely processes anomalies for early warning signals.

- Detections– Grok goes beyond de-duplication to *observe* which events and incidents share an underlying root cause and their importance. When multiple events occur because of the same issue, Grok autonomously recognizes the connection and groups them with the right priority through continuous AI model training.

10M Raw Events

Over 90% Compression **Post De-Duplication** with Grok AI

25% Compression **Post De-Duplication** with ML enhanced rules

500K Events
All AIOpsTools

400K Events
Other AIOps and Obs Tools

50K Events
GROK

500 Actionable Incidents
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De-duplication

Rules-based correlation

Grok Reduces Noise over 3X more than any other AIOps and Observability Platform

ACTONABLE PREDICTIONS

Grok delivers actionable predictions up to 6 hours before issues arise. Unlike other solutions that misclassify anomalies as incident predictions, Grok continuously processes anomalies and over 90% of critical and non-critical alarms aross a series of machine learning algorithms. The outcome is that incident predictions are actionable, avoiding false positives and ensuring accurate outcomes. Grok also assigns a probability to each potential incident, allowing teams to prioritize investigations and avoid unnecessary actions. Furthermore, Grok provides a historical overview of predictions, displaying the learning rate of its AI model for continuous improvement.

RAPID ROOT CAUSE ANALYSIS

Grok forms Detections by identifying common issues and probable root causes with precision. It clusters related events across operational silos and tools to determines root cause based on observation, time, relationships, and historical data. It can identify changes in the network, infrastructure and applications that cause incidents. This information is then displayed in a timeline enriched with the associated alerts, when the problem began, recommended priority and additional context from change management and ITSM systems. IT Operations teams can view all relevant and contextual insights through the Grok operator view or through the UI of their preferred ITSM platform.

SELF-DRIVEN AI AUTOMATION

As an outcome of its Detections, Grok learns, prioritizes and constructs the recommended remediations and their associated sequence of actions. Specifically, Grok:

- Dynamically creates and updates an automation pipeline that recommends remediations, in order of priority
- Prioritizes fixes based on impact and frequency of occurrence
- Informs engineers whether executing an automated remediation is required and/or a problem ticket is warranted.
- Models experts decision making to run a series of remediation steps. For each detection, Grok will suggest a set of automated remediations to run, prioritized by their likelihood of fixing the issue. Operators can trigger no-code automations from Grok or their preferred ITSM tool. If a remediation is unsuccessful, the operator can choose to run alternate automated remediations.
- Over time, Grok learns which remediations are most effective by incorporating operator actions into its model training.

INTELLIGENT INCIDENT RESPONSE AND TICKETING

For remediations that are more nuanced and can't be resolved without human intervention, Grok offers intelligent ticketing. For each Detection group, Grok automatically creates and opens tickets with relevant context, then routes them to the appropriate team with the appropriate severity. Within each ticket, Grok presents recommended fixes and real-time diagnostic results, reducing manual effort for Level 1 agents. Results include:

- Reduction in MTTI by 88% or more
- Reduction in MTTR by 92% or more

EXPLAINABLE AI VALUE

Through interactive visualization and real-time analytics, Grok shows how it is working for you. This includes:

- Event and Incident Compression (AIOps Index)
- Early warning indicators and lead time
- ML classification accuracy
- Predictions with associated probability
- Alert Count by Configuration Item (CI) type
- Detection severity
- Work and Fixes done by Grok vs. Your Company
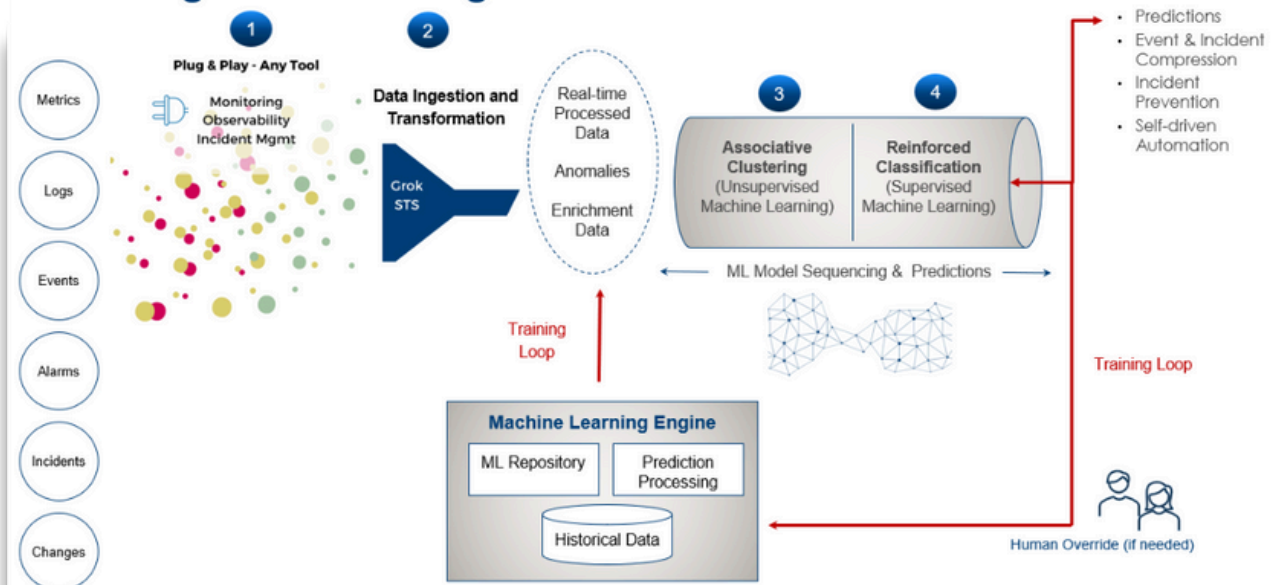
CHAT OPS

Grok seamlessly integrates with platforms like Slack and Microsoft Teams, transforming these tools into dynamic workspaces. Capabilities across these channels include:

- Prediction and Detection Alerts
- Investigation and Fix Updates
- Incident creation with relevant context and priority
- Configuration flexibility - Send notifications to groups or channels based on predefined conditions, such as critical alarms or new ticket creation.
- Manage escalations & close tickets
- Two-way communication, allowing users to interact with Grok directly
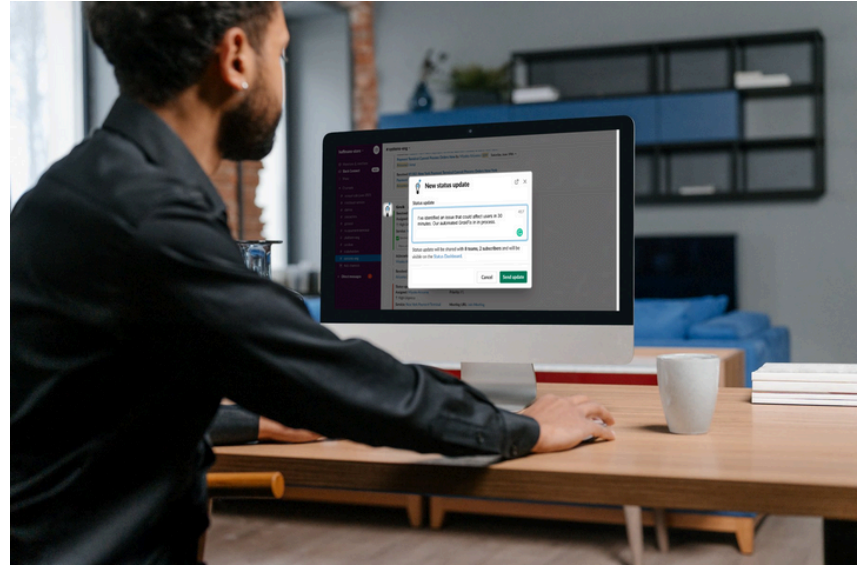
AUGMENTED AI INTERFACE

Grok's AI technology streamlines IT operations through an intuitive interface. Grok:

- Autonomously prioritizes issue detections and provides context for each grouped detection
- Provides visual aids like firing charts and similarity histograms to explain event groupings
- Enables users to interact with the AI and override its decisions.
- Grok learns from every human action - e.g. adding or removing events from groups or changing classification labels.
- Ensures continuous learning and adaptability, enhancing the platform's effectiveness in managing IT incidents and improving operational efficiency.

ABOUT GROKSTREAM

Our mission is to deliver self-healing IT Operations by integrating neuroscience principles with advanced machine learning techniques for continuous AI self-learning. Designed for simplicity and rapid deployment, our plug-and-play AIOps platform is already trusted in over 1,000 customer environments. With decades of experience in the ITOM market, Grok was born out of a partnership with a leading AI research center. Our global product team has specialized skills in neuroscience, machine learning and data science to deliver cutting-edge solutions for modern IT challenges.

Questions? Contact us at info@grokstream.com