



Understanding and Leveraging the Power of Broadcom's WatchTower™ Platform for Mainframe AIOps

Use Case: Prioritize Efforts

Mainframe organizations face multiple challenges to achieving operational excellence. The exponential increase in operational data, application changes, and transaction volume is overwhelming. Silos impede the ability of IT teams to detect, diagnose, and act on issues in hybrid IT environments. And, of course, there is just too much pressure being placed on too few mainframe operational experts.

Into this complex situation, Broadcom's WatchTower Platform brings order and insight, efficiency and productivity. It helps you gain end-to-end visibility and management capabilities across domains and platforms. WatchTower provides you with true value for critical real-world use cases. Here, we take a closer look at the benefit of **prioritizing efforts** through AIOps.



Use Analyses and Insights to Pinpoint Issues that Matter

A constant challenge facing organizations with complex IT infrastructures is finding the needle in the haystack. They are so overwhelmed by alerts that they cannot determine where to focus their efforts. Consequently, important issues may go unresolved and negatively impact customers.

Broadcom's WatchTower Platform enables you to prioritize what type of alerts you need to see, thereby reducing the noise and making it easier to visualize and act on alerts that matter.

We increase your ability to prioritize efforts by providing you with:

Alerts from Multiple Sources	ML-driven Issue Intelligence	Pattern Discovery & Alert Declutter	Application Topology Hotspot
Leverage machine learning-based correlation of alerts into issues	Reduce triage time with less expert involvement while proactively preventing failures	Correlate metrics in context and benefit from alert clustering	Drill down to specific alerts within context, with live and historic views

Real-time Prioritization of Real Issues

Broadcom's WatchTower Platform leverages machine learning to parse through data that would take dozens if not hundreds of people to assess. And this evaluation is done in real-time, rapidly prioritizing alerts according to the relative importance of metrics within your system so that your team can focus on what is critical for your business.

- Auto-discovered topology enables you to visually overlay alerts on business applications to see where there are potential or current impacts so you can act quickly to isolate and remediate issues.
- Clustering capabilities help reduce noise by clustering groups alerts that are all related to the same underlying issue, even when they come from different tools or sources.
- Open APIs enable alerts to be integrated across multiple solutions from Broadcom and other vendors, allowing workflows to be streamlined for faster problem identification and resolution.

AIOps Prioritization in Action

A multinational financial services organization used WatchTower to improve their signal-to-noise ratio. Initially, the business was getting approximately 150K alerts per market day on just one of their systems. It was truly impossible to find the needle in a haystack that large. By slashing those hundreds of thousands of alerts down to just a few each day, they can focus on alerts associated with issues that would truly impact customers and therefore the business. Those few alerts can be efficiently researched and analyzed to determine if any remediation steps are necessary. Without the distractions and stress caused by an avalanche of alerts, the IT team can zero in on the alerts that really matter, keeping the business running smoothly and delivering a great customer experience.

30%

Amount that customers expect costs to drop due to leveraging AIOps (and hyper automation) by 2024*

* Source: 2022 Top Trends Report, Gartner

Begin Your AIOps Journey Today

Broadcom's WatchTower Platform blends augmented intelligence with human expertise to break down silos across your hybrid IT environment—including the mainframe—so you can avoid expensive downtime and business impacts. Visit mainframe.broadcom.com/watchtower to get started.

About Us

Broadcom[®] Mainframe Software is a world leader in business-critical software that modernizes, optimizes, and protects the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software is building an extensive portfolio of industry-leading infrastructure and security software, including AIOps, Cybersecurity, Value Stream Management, DevOps, Mainframe, and Payment Security. Our mainframe software portfolio enables scalability, agility, and security for the largest global companies in the world.

For more information, please visit our website at: broadcom.com