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Kyndryl Multicloud Management Platform: Operations console

Intelligent monitoring and preemptive management of hybrid IT

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Summary

As more organizations migrate business workloads to hybrid IT environments, the need for simpler access to their services with more IT control and visibility has never been greater. IT operations teams are challenged with managing complex hybrid IT environments across multiple tools, systems, providers and processes. Comprehensive, accurate, and timely visibility across the entire IT environment is required to manage the complexity, mitigate the risk of shadow IT, and avoid vendor lock-in.

A modern, self-service and smart IT management platform that scales with your business

The Kyndryl™ Multicloud Management Platform (MCMP) is designed for simplified hybrid IT management. MCMP provides an open, self-service and security-rich experience for your users. The platform is based on four self-service, persona-based consoles for your operations teams to consume, deploy, optimize and govern their digital services across clouds, containers and data centers with simplified access. With deep visibility into infrastructure and cloud consumption, IT leaders can strengthen efficiency and curb shadow IT.

79% of business and technology leaders believe visibility across traditional and cloud environments is an important capability of a cloud management provider.[1]

Take control of your IT operations landscape
The Kyndryl MCMP Operations console empowers your team with one-application access to your entire digital scope. This self-service operations platform facilitates effective cloud consumption governance and closer alignment with your business priorities, while strengthening operational efficiencies.

The Kyndryl MCMP Operations console uses a single interface to provide much needed visibility across data centers, multicloud and container operations, augmenting human intelligence by automatically discovering and correlating events, and recommending corrective actions. Over time, these machine learning capabilities create AI models that help operations teams understand where issues are developing, enabling proactive resolution.

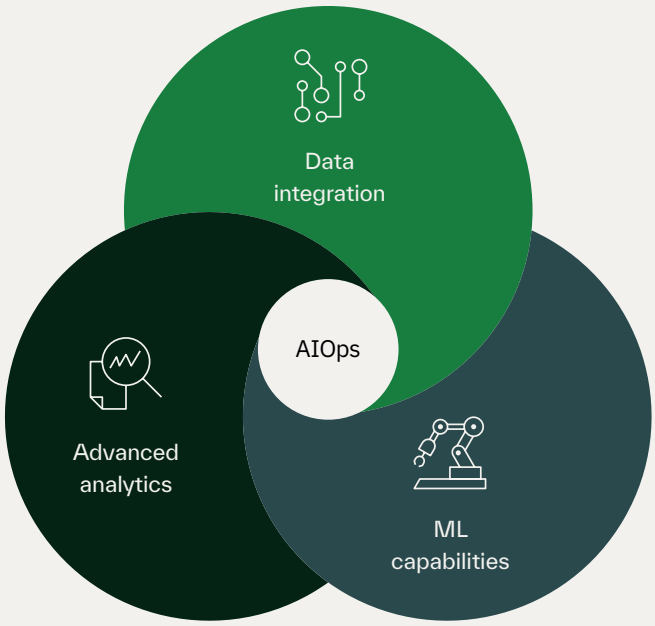
Key benefits:

- Optimize IT infrastructure for flexibility and scalability
- Get end-to-end visibility across hybrid IT environments
- Refine processes with intelligent monitoring
- Simplify hybrid IT management
- Reduce operational costs

Capabilities

At the core of the Kyndryl MCMP Operations console is a new AI application powerhouse—AI for IT operations (AIOps). Built with data integration, advanced analytics and ML capabilities, AIOps can replace multiple manual tools with a single automated IT operations platform. AIOps analyzes the data, recognizing correlations, patterns and trends, as well as potential risks, with findings displayed next to the raw data in one interface.

This new approach to hybrid IT management is enhanced with data aggregation, automation, advanced analytics and AI. With AI-powered access, organizations have full visibility across their hybrid environments, enabling IT staff to proactively identify and resolve issues faster.



AIOps can replace multiple manual tools using one interface on an automated IT operations platform, for better visibility across the enterprise.

Use cases

1

Visibility enables proactive IT operations

Problem: IT operations isn't being responsive enough to service-level agreement outages and security breaches. They're unable to move from reactive to proactive mode due to the lack of aggregated and correlated data for drawing actionable insights.

Solution: The addition of AI into the IT operational mix aggregates and correlates the needed information, displaying the health of the entire hybrid IT estate through a single pane of glass—the Kyndryl operations console, featuring AIOps.

Business benefit: Operations teams can correlate incidents and connect them to service impacts. The high-priority issues are immediately evident and traceable. The asset view of the estate is aggregated into one system of reference.

2

Transparency is paramount to business success

Problem: IT has historically been seen as a big, complex, opaque entity. In the cloud era, when users control their own systems, costs are available online and you can monitor anything you want—IT opacity is no longer acceptable.

Solution: The company needs a multidimensional solution to manage cloud with the right levels of control, with the key strategic component being transparency—AIOps. Building on the aggregated visibility, IT is able to expose the health and well-being of the entire hybrid IT estate.

Business benefit: Stakeholders understand the health of the key systems that run the business. They know when something is failing and when it's fixed. Fewer redundant tickets, inquiries and false alarms are generated, so there's less noise. And, IT is seen as a trusted partner of the business.

3

Site Reliability Engineer is enabled by a continuum of observability

Problem: Many organizations are adopting the DevOps IT operating model using an agile approach to development with tools and practices to enable continuous integration and delivery. Now application teams want to follow their lead.

Solution: AIOps assists the Site Reliability Engineer (SRE) with problem identification and resolution to support application teams. AIOps helps to quickly identify failing infrastructure components or eliminate infrastructure as the cause of a problem.

Business benefit: The trends and insights in AIOps helps users know where to focus their efforts. Also, the AIOps health dashboard acts as the scorecard so enterprises know that the investment they are making in SRE is paying off in more reliable and secure systems.

Why Kyndryl?

Kyndryl has deep expertise in designing, running and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. Kyndryl has 90,000 highly skilled employees around the world serving 75 of the Fortune 100.

To learn more about how the Kyndryl Multicloud Management Platform operations console can provide visibility, governance and automation to your end-to-end hybrid IT environment, contact your Kyndryl representative or visit us at www.kyndryl.com

Learn more →

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IBM Corporation
New Orchard Road
Armonk, NY 10504

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Citations

1 "Assembling your cloud orchestra, A field guide to multicloud management." IBM Institute for Business Value, October 2018. ibm.com/thought-leadership/institute-business-value/report/multicloud