

# IT Service Predictability. Delivered.

Tame the growing tidal wave of events to enable unbeatable service availability that leads to positive business outcomes.



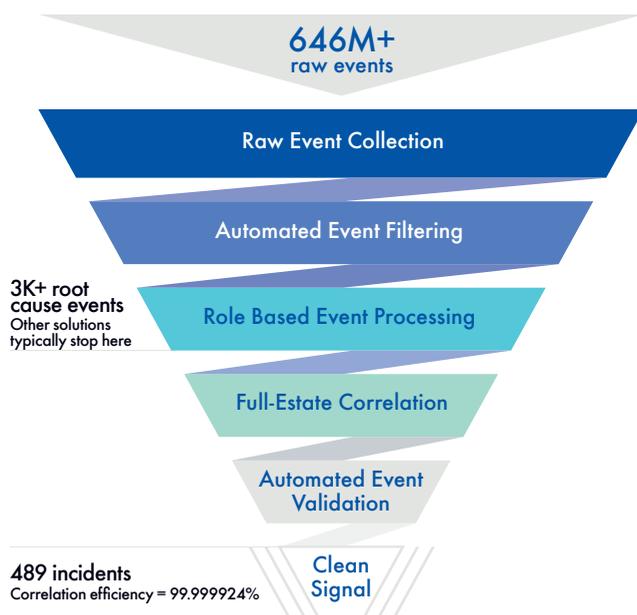
## Silence IT Alert Noise

The Optanix Platform combines patented automation and correlation processes to pinpoint the root cause and business impact of issues in a single, actionable incident while quieting the noise originating from other sources with >1,000,000:1 efficiency.

By dramatically reducing event volumes, the platform eliminates the tidal wave of events that must typically be triaged by support teams. It's like having dozens of support engineers in a box.

## Resolve Issues Before They Affect End Users

Using its 2,000,000-plus built-in event rules, the Optanix Platform eliminates over 83% of false positive incidents generated by traditional event management tools. And by automatically routing only true root cause incidents to the appropriate support team in just a matter of seconds, the platform reduces incident remediation times by 50% and helps support teams respond proactively 95% of the time – no more reacting to issues reported by customers and employees.



← Real-world results from a large financial institution over one calendar quarter

Optanix clients achieve:	
<b>83%</b> false positive prevention	<b>99.9999+%</b> correlation efficiency
<b>95%</b> proactive response rate	<b>91%</b> first-time fix rate

## Stop Tool Sprawl in its Tracks

The Optanix Platform is the only comprehensive, integrated solution designed to handle all aspects of managing IT environments:



- Comprehensive network monitoring
- Intelligent event correlation and root cause analysis
- Incident management and remediation
- Problem management
- Change management
- Dashboards and reports
- Business intelligence

## Leverage the Experts

At Optanix, we believe in putting our money where our mouth is – that’s why we use the Optanix Platform to power our own managed services offering. Optanix IT Management-as-a-Service (ITMaaS) combines the strength of the Optanix Platform with the experience and expertise of our in-house engineers to ensure round-the-clock availability for your critical IT services and service delivery infrastructure.

ITMaaS includes incident management and remediation, problem management, change management and Continuous Service Improvement – our revolutionary approach to delivering improved and predictable business outcomes for customers.



## Flexible Engagement Models

We offer a complete spectrum of engagement models aimed to meet your current needs and evolve as your business expands.

- ✓ Utilize the Optanix Platform to deliver support on your own
- ✓ Seamlessly co-manage environments alongside the 24x7 Optanix Support Center to bridge skill gaps and strengthen off-hours support
- ✓ Offload all support efforts to the Optanix Support Center
- ✓ Begin by leveraging the Optanix Support Center before transitioning to delivering your own support using the Optanix Platform when the time is right