

## THE OPTANIX PLATFORM: DELIVERING TRUE ROOT CAUSE ANALYSIS

IDENTIFYING THE ROOT CAUSE OF IT PROBLEMS IS THE MOST TIME-CONSUMING PART OF SOLVING THEM, YET MANY TOOLS THAT CLAIM TO CONDUCT ROOT CAUSE ANALYSIS FALL SHORT OF ACTUALLY FINDING THE TRUE CAUSE.

This can be partly attributed to the fact that many tools do not have full-stack, end-to-end visibility and provide only a limited view into certain aspects of the IT environment.

For example, application performance can be impacted by any number of issues – network devices, server memory and application loops among them – and products that lack visibility into any or all of these issues will struggle to uncover the true root cause of IT problems they bring about. And while there exist plenty of point tools addressing each area of the IT environment, stitching them together is a complex and costly effort.

Even tools that do monitor end to end often only do simple event correlation, measuring up/down instances and then suppressing all alarms and events downstream of the closest unresponsive device. This reduces the flood of event alerts commonly triggered by IT problems, but often does not accurately pinpoint the actual root cause of those problems. Delivering true root cause analysis requires greater use of analytics and automated validation to pinpoint the actual issue. Service assurance platforms that can do this go beyond just event correlation to deliver causation.



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THE OPTANIX PLATFORM

The Optanix Platform provides predictive and proactive business service assurance across hybrid infrastructures, with actionable intelligence for prioritizing and addressing problems before they impact critical business services. This protects revenue, improves customer experience and reduces IT costs.

The Optanix Platform’s patented root cause analysis (RCA) engine uses multi-perspective analysis to detect problems, find why they occurred and reduce false alarms. Once the probable root cause is identified, the platform enacts a series of use-case-specific automations to validate that cause, take corrective actions and retest prior to creating a ticket. This increases the accuracy and efficiency of root cause analysis efforts while reducing mean time to repair (MTTR).

When a ticket is created, the Optanix Platform doesn’t just alert the operations teams that there is something wrong, it pinpoints the root cause and tells them precisely why something is wrong – with actionable information in the initial trouble ticket. Knowing the cause of the issue up front allows them to quickly address it without having to spend valuable time doing their own troubleshooting to determine the cause.

When working in conjunction with the Optanix Platform’s Business Impact Monitoring capabilities, the platform’s RCA engine cuts through the noise to quickly find the root cause of business service issues. It also delivers actionable intelligence to IT teams, allowing them to quickly address issues and keep business services operating at peak performance.

OPTANIX’S RCA ENGINE

Resolves problems quickly by understanding “why” the problem occurred

Reduces false alarms

Maintains smooth business operations

MULTI-PERSPECTIVE ANALYSIS

Multi-perspective analysis quickly and accurately pinpoints root cause and reduces false alarms by looking at problems from multiple viewpoints. The analysis takes normality/abnormality, relationships and network performance into account to find the true root cause of failures and performance problems, not simply what failed.

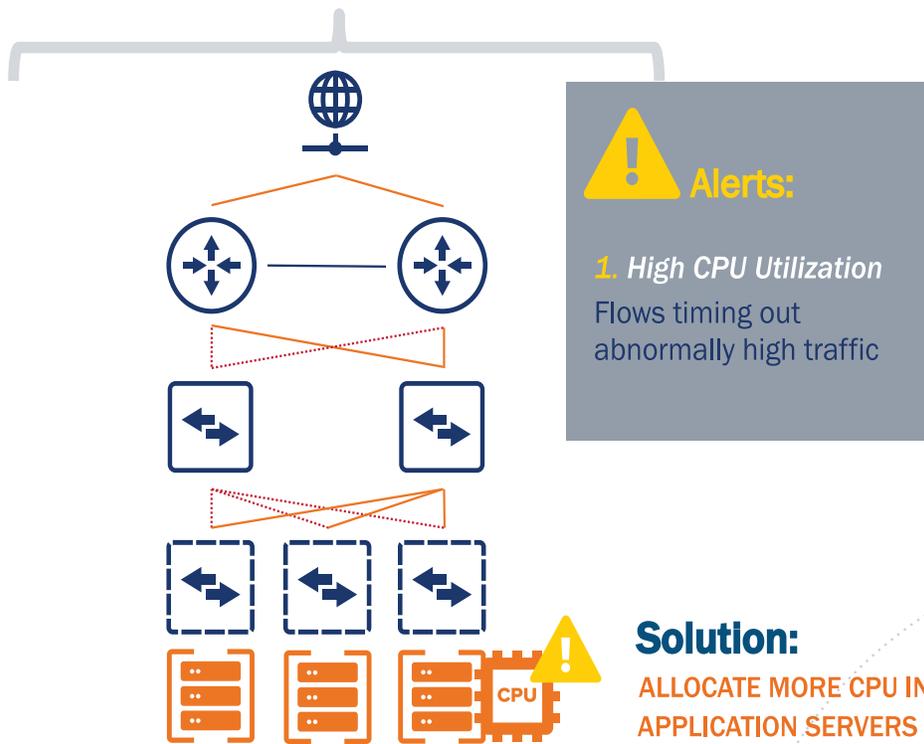
- Quickly and accurately pinpoint root cause
- Understand the true root cause by considering normality/abnormality, relationships and performance vs. simple event correlation

AUTOMATED VALIDATION

After identifying the probable causes of a problem, the Optanix Platform utilizes a series of domain-specific automations to validate and pinpoint the true root cause. From there, the platform can take corrective action, test the environment to determine if resolution occurred and, if necessary, create a ticket to send to the customer’s IT service management platform.

- Decrease time to resolution and false alarms
- Save time and money while providing more accurate RCA

**TICKET SALE PROCESSING FAILURES**



**Optanix RCA Engine Example**

In this example, a company’s ticket sale processing service is experiencing failures because of server timeout issues.

While traditional products would simply point to network device issues as the probable root cause and stop there, the Optanix Platform’s RCA engine would investigate further by actually testing those network devices. In doing so, the platform would deduce that those devices are operating normally despite abnormally high traffic between links, and that the actual root cause of the timeouts is high server CPU utilization.

Furthermore, had the operator been utilizing the Optanix Platform’s Smart Analytics feature in this scenario, the whole problem would have been averted as the platform would have generated a predictive alert of impending service impact, thereby directing the operator to proactively allocate more server resources to the ticketing service.

**OPTANIX’S RCA REDUCES FALSE ALARMS, MTTR AND STREAMLINES WORKFLOWS**

Optanix’s RCA streamlines workflows, reducing MTTR and false alarms to ensure business service issues are resolved quickly and smooth business operation is maintained. Additionally, it provides IT teams with:

- The ability to quickly resolve problems by understanding why they occurred – or, when coupled with Smart Analytics, to prevent them entirely by understanding why they could occur – to maintain smooth business operations
- Actionable intelligence that allows the operations team to quickly address the problem
- Multi-perspective analysis that quickly and accurately pinpoints the root cause
- Optimized workflows with automation to validate the problem before it creates a ticket
- A reduced number of false alarms and thereby a reduced number of tickets

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