

# AIOps

Using Artificial Intelligence in IT Operations (AIOps)

Q3 2023 CONSTELLATION SHORTLIST

The Constellation ShortList™ presents vendors in different categories of the market relevant to early adopters. In addition, products included in this document meet the threshold criteria for this category as determined by Constellation Research.

This Constellation ShortList of vendors for a market category is compiled through conversations with early adopter clients, independent analysis and briefings with vendors and partners.

## ABOUT THIS SHORTLIST

With faster-than-expected cloud-native adoption; appetite for companies to run on multicloud to reduce vendor lock-in; and desire to maintain highly sensitive workloads in-house, which leads to hybrid cloud adoption, IT operations have become extremely complex over the past years. Each of these environments uses a different set of tools, making the situation even more complicated. Observing the state of applications, services, infrastructure, data, and networks has become complex, so it takes longer to get insights from such distributed sets of data.

AIOps is a discipline, set of tools, and set of use cases that can help eliminate such situations and get to the root cause of a problem quickly. At the core, AIOps is expected to identify issues that experienced human IT specialists are able to, but in a time frame that is multitudes shorter than what a human is capable of. Combined with IT automation, AIOps tools can, in theory, enable IT operators to concentrate on strategic work and focus on eliminating technology debt, improving usability, and increasing scalability—among other things—rather than having to be in a constant battle to “keep the lights on.”

We identified the following offerings to be pure-play AIOps solutions that provide at least the bare-minimum functionality we define in the selection criteria below.
















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To learn more about Constellation Research Shortlists visit: [www.constellationr.com/ShortList](http://www.constellationr.com/ShortList)

## 15 SOLUTIONS TO KNOW

Constellation evaluates more than 40 solutions categorized in this market. This Constellation ShortList is determined by client inquiries, partner conversations, customer references, vendor selection projects, market share, and internal research.

-  AISERA
-  BIGPANDA
-  BMC SOFTWARE
-  DIGITATE
-  DYNATRACE
-  ELASTIC
-  IBM
-  LOGICMONITOR
-  MOOGSOFT/DELL
-  MICROFOCUS
-  OPSRAMP/HPE
-  RESOLVE SYSTEMS
-  SERVICENOW/LOOM SYSTEMS
-  SCIENCELOGIC
-  SPLUNK

## THRESHOLD CRITERIA

Constellation considers the following criteria for these solutions:

- Noise reduction
- Root cause analysis
- Event correlation
- Ability to consume real-time data from cloud, on-premises, and multicloud locations
- AI and ML at the core of operations instead of rule-based engines (The offering is expected to support advanced heuristics, multivariate analysis, cognitive capabilities, ability to self-learn, etc.)
- Connectivity with the majority of the observability systems (such as cloud-native monitoring systems, logging systems, and tracing systems) available out of the box instead of requiring custom connectors to be built
- Enterprise capabilities such as handling governance, security, risk, and compliance
- DevOps integration

## ABOUT CONSTELLATION RESEARCH

As an award-winning Silicon Valley-based strategic advisory and futurist analyst firm, Constellation Research serves leaders and organizations navigating the challenges of digital strategy, business-model disruption and digital transformation. Constellation works closely with solution providers, partners, C-suite executives, board of directors, and its Constellation Executive Network of buy-side leaders to lead the way in research coverage and advise clients how to achieve valuable business results.

## FREQUENCY OF EVALUATION

Each Constellation ShortList is updated at least once per year. Updates may occur after six months if deemed necessary.

## EVALUATION SERVICES

Constellation clients can work with the analyst and the research team to conduct a more thorough discussion of this ShortList. Constellation can also provide guidance in vendor selection and contract negotiation.

## BUSINESS THEMES

 Technology Optimization

 Data to Decisions



## Andy Thurai VP & Principal Analyst

Andy Thurai is an accomplished IT executive, strategist, advisor, enterprise architect and evangelist with more than 25 years of experience in executive, technical, and architectural leadership positions at companies such as IBM, Intel, BMC, Nortel, and Oracle. Andy has written more than 100 articles on emerging technology topics for publications such as Forbes, The New Stack, AI World, VentureBeat, DevOps.com, GigaOm and Wired.

