

ZERO INCIDENT FRAMEWORK™



Known Issues

Artificial Intelligence in IT Operations (AIOps) is the new normal, and having the right platform makes all the difference – it significantly increases ITOps efficiency, IT engineer productivity, and can save you from the ITOps iceberg!

Unknown Issues

Properly designed & implemented AIOps results in minimum...

↓ **66%** Reduction of requests to support departments

↓ **33%** Shorter mean time to solve the problem

↓ **35%** Shorter mean time to diagnosis

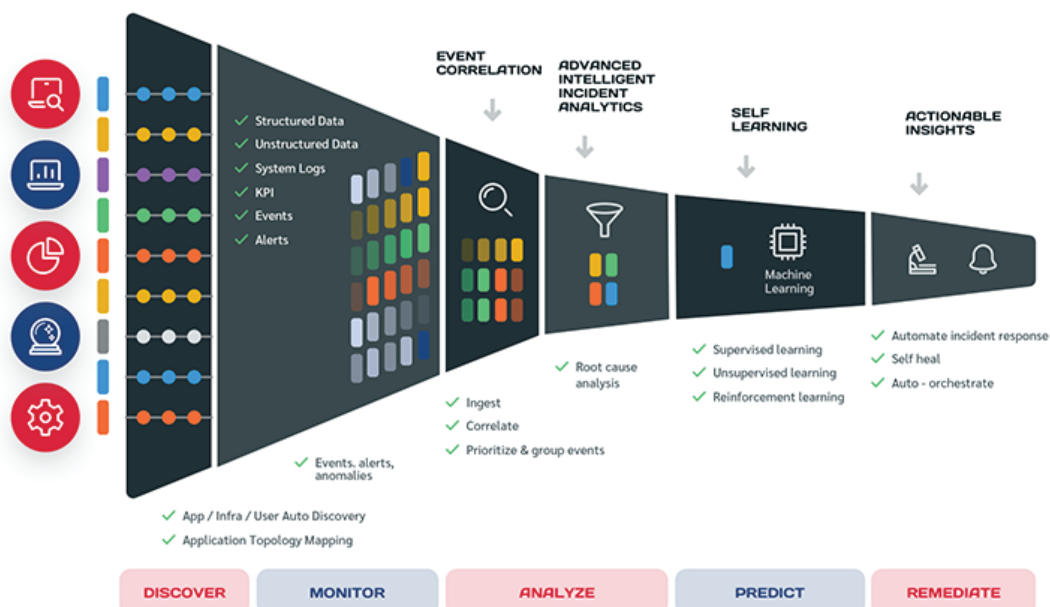
↓ **30%** Reduction of incidents reported by users

We understand IT, we understand Healthcare, and most of all we understand what drives you! With lives on the line, you need your systems and critical applications always on, and functioning in top form. Period.

Long 80 can help bridge the gap between you and your clinical investments with our **proprietary AI-led IT Operations Platform, Zero Incident Framework™ (ZIF)**. With 15+ years of experience in IT Infrastructure Management Solutions, the perfect blend of healthcare & IT expertise, and the backing of cutting-edge AI & Automation technologies, we are uniquely positioned to be the one-stop shop to manage your clinical applications, related infrastructure and 3rd party applications like diagnostic viewers, PACS or EMR systems.

ZIF-delivered BUSINESS VALUE

- ☆ Drastic improvement in health outcomes at optimal IT spend
 - ★ **Minimum 40% reduction** in capital expenses
 - ★ **Minimum 50% reduction** in IT operational cost
- ☆ Paradigm shift from traditional to proactive healthcare IT operations
 - ★ **60% faster resolution** (MTTR)
 - ★ Service **availability of 99.99%**
- ☆ Best-in-class care delivery and patient experience by harnessing the power of AI
 - ★ Increased **productivity by 80%+** through ZIF bots
 - ★ Enhanced user experience measured by **User Experience Index (UEI)**



ZIF GUARANTEES

Observability

ZIF goes way beyond traditional monitoring, to *complete observability*, by observing behavior patterns, and externalizing the internal state of systems/services/applications. This lends itself to more time for strategic initiatives - critical to the success of Site Reliability Engineering (SRE) in enterprises.

Service Availability

Unsupervised machine learning algorithms coupled with the right metrics collected from the environment help ZIF learn device/application usage patterns, and to predict potential downtime. **With 95%+ accuracy in predictions, ZIF achieves 99.99% availability.**

Service Reliability

ZIF has mastered the art of predicting device/application/service failures, and performance degradation. ZIF's auto-remediation bots can resolve predicted issues to ensure performance *as expected & when expected* by users. This unique proposition from ZIF gives IT engineers the edge on service reliability of IT assets they are responsible for.

ZIF FEATURE HIGHLIGHTS

Business Outcomes Catalog

ZIF is crafted to deliver business outcomes, and users can **choose the desired outcomes from a catalog!** ZIF features required to deliver those outcomes will then be deployed.

Single Pane of Action

ZIF can integrate with 100+ tools to ingest static/dynamic data in real-time via the **ZIF Universal Connector** - a low code component with reusable templated dataflows. This provides a **360° unified view across the IT enterprise**, saving a LOT of time for IT engineers.

Intelligence - Alert Correlation by ZIF's high-performance correlation engine

Challenges for Traditional IT Ops

- ☆ IT engineers overwhelmed by deluge of alerts
- ☆ 80% of time spent in identifying problem statements
- ☆ Billions of dollars lost by enterprises due to such inefficiencies

The ZIF Solution

- ☆ Millions of patterns self-learned by the platform from historical data are processed

- ☆ Knowledge gained is used to create cases by correlating real-time alerts/events
- ☆ AI helps determine probable root cause for each of these cases within seconds
- ☆ Drastic improvement in MTTR and productivity of IT engineers, resulting in better revenue

Intelligence - Predictive Analytics on ingested utilization data by unsupervised ML algorithms

ZIF's algorithms forecast incidents based on their knowledge of trends & incident symptoms - gained by analyzing tons of historic data. ZIF then generates opportunity cards a minimum of 60 minutes in advance, along with suggested proactive remedial measures, giving IT engineers a lead time to fix issues before they strike.

Visibility - Agentless Auto-Discovery of IT assets and applications

ZIF delivers a dynamic enterprise blueprint by identifying all IP assets in the enterprise in real-time, and plotting the physical and logical topologies. This empowers IT engineers with a very detailed view of connections and inter-dependencies for every asset, and in-depth insights into workload metrics that can be utilized for deep analytics.

Visibility – Cloud Monitoring

eliminates dependence on native cloud monitoring tools

ZIF can connect directly to Azure, AWS & Google Cloud, and also ingest data from the provider-provided monitoring tools, to derive data-driven insights - promoting informed decision-making, and hence better application availability for end-users.

Optimization – Beyond Insights

to remediation and autonomous IT operations

ZIF has **250+ automation bots** that can be deployed to fast-track the resolution process by a minimum of 90%, resulting in increased uptime of applications, and better revenue for the enterprise. *Dynamic Resource Allocation, Automated Phishing Control based on threat score* are examples of ZIF bots.

Zero Incident Framework™ | Predictive & Autonomous IT Operations



Transforming IT Operation Management with One Unified Platform

ZIF™, Zero Incident Framework™, and Zero Incident Enterprise™ are registered trademarks of GAVS Technologies.



Long 80, LLC, is a collaboration between GAVS Technologies and Premier, Inc. on a strategic joint venture. Premier, Inc. is a leading healthcare improvement company headquartered in Charlotte, NC, and GAVS Technologies N.A. (GAVS) is focused on Artificial Intelligence for IT Operations (AIOps)-led managed services and digital transformation. Long 80 will bring innovative, AI-driven information technology (IT) operations and security operations to healthcare organizations in the US.

For more information on how Long 80 can help solve your business problems, write to inquiry@long-80.com or visit www.long-80.com

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