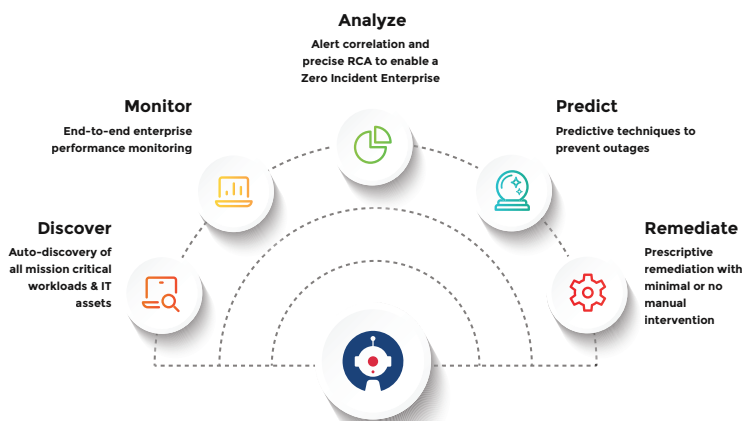# AIOps Managed Services

Future-proof your Healthcare IT infrastructure with AI-led IT Operations and Managed Infrastructure Services using **AIOps Platform, Zero Incident Framework™ (ZIF),** and experience significant business outcomes.

AIOps-led Offerings

ZIF for IT Operations

ZIF drives accelerated business value through Intelligent Prediction and Intelligent Automation. ZIF uses unsupervised pattern-based machine learning to filter out noise, detect anomalies, correlate events, analyze root cause, predict incidents, and self-remediate. This facilitates a robust Healthcare IT Infrastructure that ensures availability and reliability of critical healthcare infrastructure and user applications – across the care continuum.

Analyze
Alert correlation and precise RCA to enable a Zero Incident Enterprise

Monitor
End-to-end enterprise performance monitoring

Predict
Predictive techniques to prevent outages

Discover
Auto-discovery of all mission critical workloads & IT assets

Remediate
Prescriptive remediation with minimal or no manual intervention

Data Center as a Service (DCaaS)

Accelerate strategic initiatives and focus on business goals, using pooled private cloud resources, Hyperconverged Infrastructure and Software-Defined solutions designed specifically for your needs, to deliver flexibility and agility. Furthermore, our AIOps-based Zero Incident Framework™ helps you achieve increased service reliability & minimized operating costs. Experience over 40% in OpEx savings & 30% savings over public cloud options, while making a seamless transition from a CapEx heavy model to a 'Pay-as-you-go' model.

Managed Infra Services

Improve UX by 10X and reduce resource utilization by at least 40% by leveraging our SMART tools and the ZIF Platform.
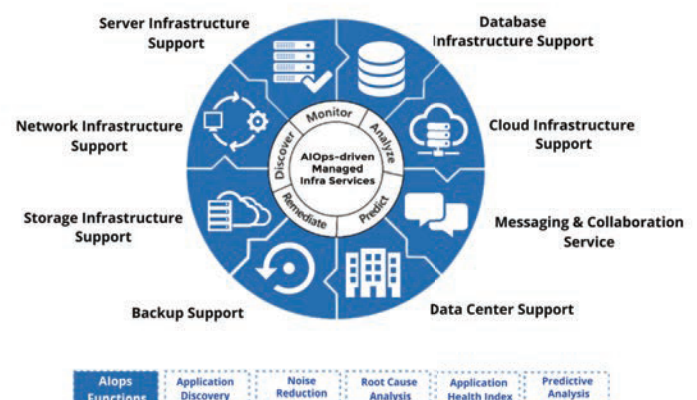

ZIF for Service Desk

Give your Service Desk a complete makeover with Omni-Channel Support that is backed by experience in care practices and processes, Predictive & Prescriptive Analytics, AI-based Voice Assistants & Chatbots, Process Workflow Automation and the Virtual Supervisor.

Business Outcomes
for Healthcare Clients

- 30% enhancement in patient care/patient satisfaction

- 20% increase in the no of patients being seen

- 40% reduction in capital expenses for enterprises investing in discovery/monitoring/automation or AIOps tools

- 50% reduction in overall IT operational costs, by proactive incident deduction/remediation and unified monitoring

- 95% increased availability of business services by proactive detection of business services impact

- At least 60% reduction in MTTR on incidents

- Deployment of bots to reduce defects to zero, and increase productivity by a minimum 60%

Awards & Recognitions
for ZIF & Infra Services

- 2020 BIG Innovation Award by the Business Intelligence Group

- Featured as Prominent Player in the global AIOps market, by Market Research Explore

- Stevie Award in the 2020 American Business Awards in the 'Best Technical Support Solution – Computer Technologies' category

- Recognized by Gartner as a Vendor Leveraging Intelligent Automation

- Major Contender in Everest Group's IT Infrastructure Services Automation – Market Trends and Services PEAK Matrix™ Assessment

Client Speak

We expected cost efficiency and savings and we achieved that. What we were pleasantly surprised with was the high quality implementation effort as well as the tremendous flexibility.

- Chief Information Officer, Large Hospital in NY

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LONG 80™
A GAVS & PREMIER, INC. JV

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.