

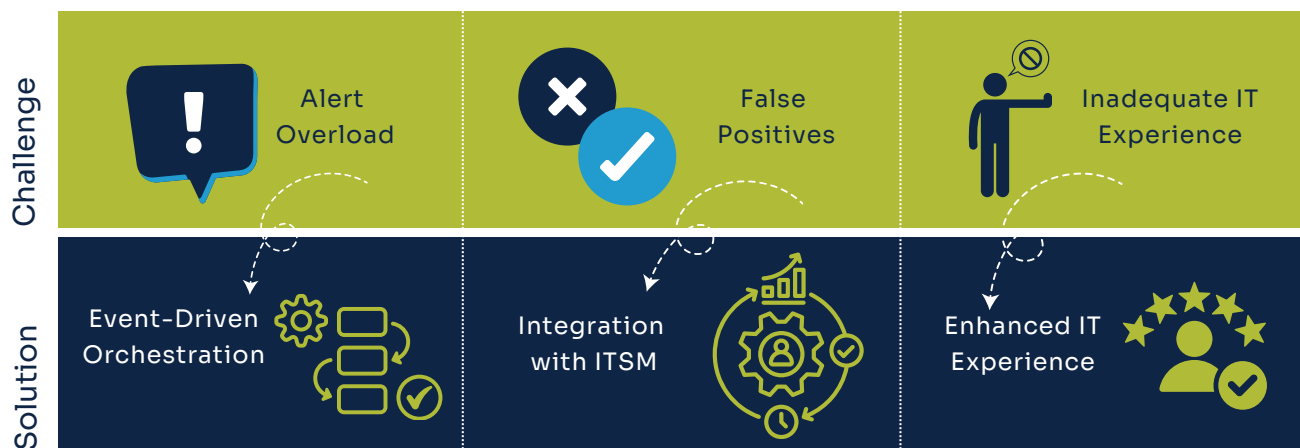
# Enhancing IT Efficiency and Experience with Orchestral Composer for AIOps Alert Management

Composer's automated alert verification reduced actionable alerts by over 90%

## Executive Summary

A leading global semiconductor and infrastructure software company faced challenges with its artificial intelligence for IT operations (AIOps) alerting system, generating an overwhelming number of false positive alerts. By implementing Orchestral Composer platform, the company automated the alert verification process, significantly reducing false positives and improving the IT experience for its operations team. This solution increased efficiency, allowed the team to focus on strategic initiatives and enhanced the company's competitive position in the industry.

## At A Glance



Our operations team was spending wasteful time on verifying false positives delivered by a third party AIOps alerting software. We would close to 45,000 false positives when only about 3000 were genuine alerts. We decided to use the Orchestral.ai's Composer product to develop a workflow that mimicked the manual process for the verifications of the alerts and overnight the operations team had more than ample time to take care of other strategic initiatives. Thanks Orchestral.ai

— Sr. VP. IT Operations



## Challenge

The company's IT operations team faced several challenges with its AIOps alerting system:

- **Alert Overload:** The AIOps software generated an excessive number of alerts, upwards of 4,500 per month, overwhelming the IT staff and decreasing productivity.
- **False Positives:** 90-95% of the alerts were false positives, leading to wasted time and resources on manual verification, causing alert fatigue.
- **Inadequate IT Experience:** The combination of alert overload and false positives resulted in frustration and burnout among the IT staff, hindering their ability to focus on strategic initiatives.

## Solution

The company implemented Orchestral Composer platform, an event-driven, cross-domain operations orchestrator:

- **Event-Driven Automation:** Composer processed alerts as events, executing verification workflows to eliminate false positives and trigger alerts only for genuine issues, reducing manual effort.
- **Integration with ITSM:** Composer integrated seamlessly with the company's ITSM system, streamlining alert management and maintaining a clear audit trail. The integration eliminated the need for human operators to manually trigger verification and remediation tasks, streamlining the process.
- **Enhanced IT Experience:** Automating alert verification and remediation significantly improved the IT experience for the company's operations team, allowing them to focus on higher-impact projects, strategic initiatives, contributing to a more positive and productive work environment.



## Conclusion

The successful implementation of Orchestral Composer platform demonstrates the transformative potential of event-driven automation in managing AIOps alerts. By addressing alert overload, false positives, and poor IT experience, the company enhanced its IT efficiency and allowed its operations team to focus on strategic initiatives. This case study highlights the importance of adopting innovative solutions to streamline IT operations and remain competitive in the industry.

## Next Steps

To learn more about how Orchestral Composer platform can help your organization optimize its AIOps alert management process, please contact our sales team at [sales@orchestral.ai](mailto:sales@orchestral.ai) or visit our website at [www.orchestral.ai](http://www.orchestral.ai) to schedule a demo. Our experts are ready to discuss your specific challenges and provide personalized recommendations to enhance your IT operations efficiency and experience.



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Orchestral.ai is a team of like-minded technology professionals possessing a combined experience of over 100 years in the IT industry.

Contact Us: For more information, please contact our Client Development Team at [info@orchestral.ai](mailto:info@orchestral.ai)

## About Us

Orchestral's mission is to enable IT infrastructure & operations teams to more effectively manage the complex mission critical processes that their organizations depend upon for day-to-day operations. We accomplish this today with the Orchestral Platform - an integrated suite of automation, orchestration and Explainable Artificial Intelligence (XAI) technologies designed to empower enterprises to start their transition toward Autonomous IT Infrastructure.

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