

APEX AIOPs

AI-driven observability and incident management for modern IT operations

10X Faster time to resolution of infrastructure issues¹

70% Reduction in time to resolve application issues²

93% Reduction in customer reported issues³

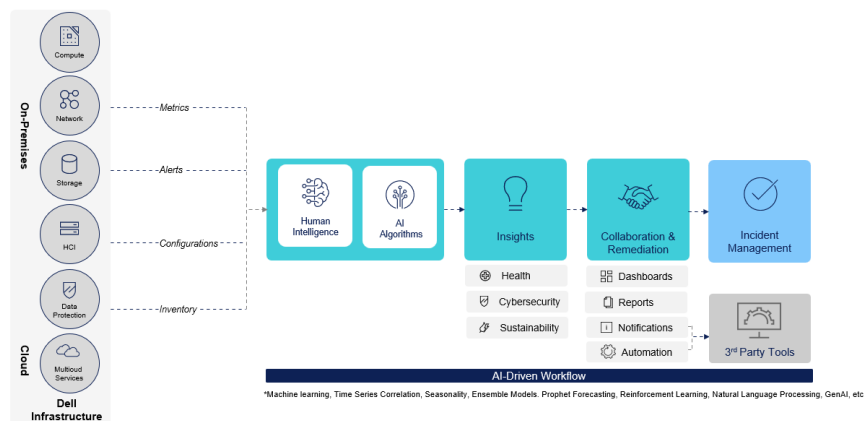
- **Infrastructure Observability:** Assures on-premises and multicloud infrastructure integrity
- **Application Observability:** Delivers application reliability
- **Incident Management:** Automates service availability across your digital infrastructure

APEX AIOPs is an AI-driven observability and incident management software-as-a-service that *simplifies* IT operations, increases your IT team’s *agility* and gives you more *control* over your digital infrastructure. It helps you:

- Simplify operations by transforming high-volume event and alert noise into actionable incidents with root cause and recommendations.
- Increase staff agility by enabling better collaboration across silos to triage and resolve issues faster.
- Improve control over service availability by predicting issues and intelligently automating remediation.

APEX AIOPs’ three main capabilities include:

- **Infrastructure Observability:** AI-driven observability for optimizing Dell infrastructure health, cybersecurity and sustainability.
- **Application Observability:** AI-driven full-stack observability, integrated with Dell infrastructure for optimizing application performance.
- **Incident Management:** AI-driven incident lifecycle workflow for optimizing the availability of your digital infrastructure.

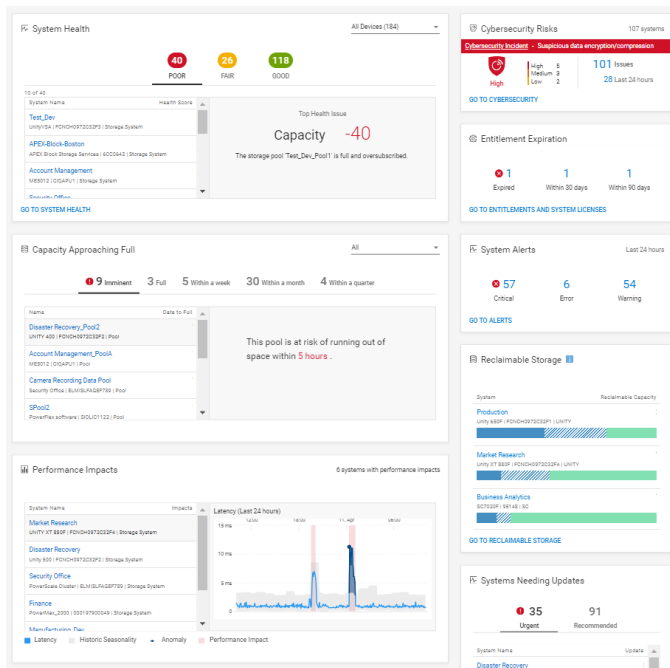


Infrastructure Observability: Lets you know what’s happening with your infrastructure, what will happen and what to do about it.

Assure infrastructure integrity with Infrastructure Observability

APEX AIOps Infrastructure Observability helps assure the integrity of Dell core, edge and multicloud infrastructure by providing AI-driven health, cybersecurity and sustainability insights and recommendations. Its comprehensive, predictive observability can yield:

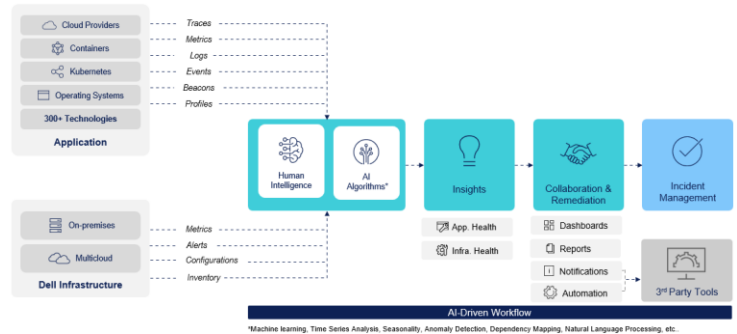
- 10X faster time to resolution of infrastructure issues¹
- 1 workday of system administration saved per week on average¹
- 3 minutes to automate cybersecurity checking for 1,000 systems³



Infrastructure Observability: Analyzes and predicts a wide range of infrastructure behavior and provides insights and recommendations for resolving issues quickly and proactively.

Key attributes include health status and cybersecurity risk assessments and recommendations for remediation; performance and capacity tracking, anomaly detection and forecasts; failure prediction; energy and emissions tracking and forecasting; virtualization resource monitoring; generative AI for fast answers and

advice; custom reporting; API for third-party tool integration and more.



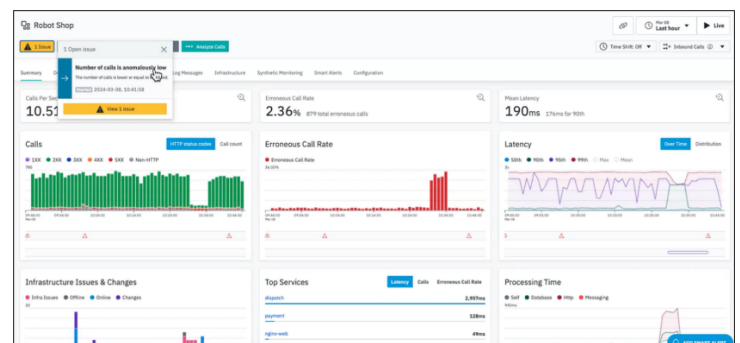
Application Observability: Lets you know what is impacting your applications and what to do about it.

Deliver application reliability with Application Observability

APEX AIOps Application Observability helps you optimize application performance to reduce risk, accelerate innovation and increase productivity by delivering full stack observability integrated with Dell infrastructure.

Its combined high-fidelity application metrics and infrastructure health analytics can yield:

- 70% reduction in mean time to resolution of application issues⁴
- 3X increase in application deployments⁴
- Up to 60% less business productivity-impacting incidents⁴

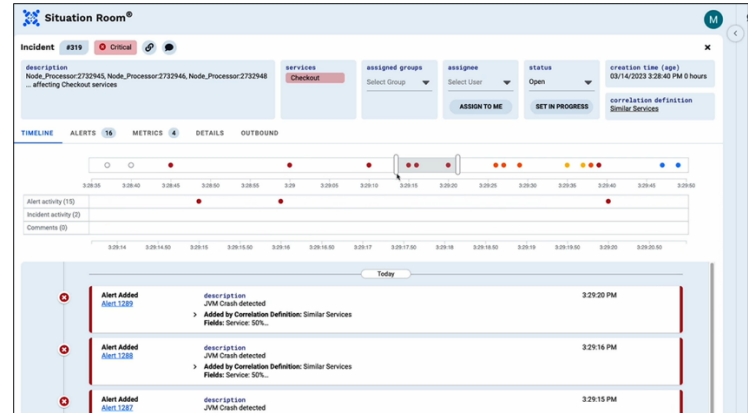
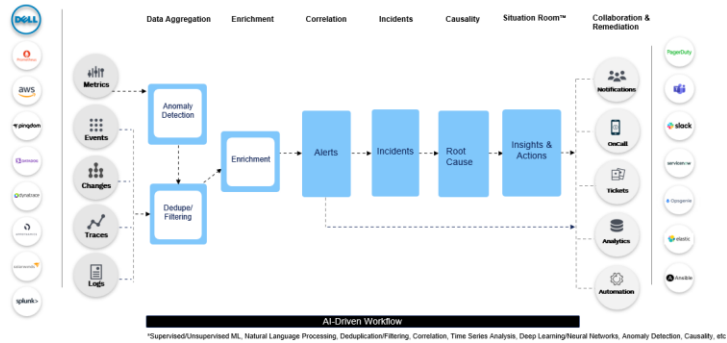


Application Observability: Conveys full-stack awareness of application and underlying infrastructure health, key application performance metrics, root cause analysis for application issues with recommended actions for resolving them quickly and proactively.

High-fidelity application call, error and latency metrics with 1-second granularity correlated with Dell infrastructure health analytics help you determine if root cause is the infrastructure or the application itself so you can quickly and more proactively resolve issues.

By streamlining IT operations, it can yield:

- 99+ percent event noise reduction³
- 50+ percent reduction in tickets³
- 93 percent reduction in customer reported issues³



Incident Management: Reduces alert noise, incidents and time to resolution across your entire digital infrastructure.

Incident Management Situation Room: Displays alerts associated with each unique incident in a timeline that pinpoints root cause and provides actions for remediation, including automation for self-healing.

Automate service availability with Incident Management

Its situation room enables efficient collaboration across IT teams, immediately associates current incidents with similar historical incidents and how they were resolved. Integration with 100+ third-party IT tools automatically processes enterprise-wide operational information and triggers notification, ticketing and automated remediation through supervised resolution and self-healing.

APEX AIOps Incident Management optimizes the availability of your digital infrastructure through AI-driven incident lifecycle workflows by reducing event and alert noise from your multi-vendor/multi-cloud IT ecosystem, identifying root cause, improving collaboration across IT disciplines and automating remediation.

Learn more at www.dell.com/apex-aiops



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¹CloudIQ User Survey, Dell Technologies, 2021. Actual results may vary.

²The Total Economic Impact™ Of IBM Instana Observability Cost Savings and Business Benefits Enabled By Instana Observability," Forrester, 2024. Actual results may vary.

³Customer research, Moogsoft, 2023. Actual results may vary.

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