Conclusion

Organizations' environments are scaling up, becoming more distributed, and getting vastly more complex—not only from an infrastructure standpoint (core, edge, and cloud), but also in regard to the application layer and the data being ever more distributed.

These organizations are also on the receiving end of a tremendous amount of "noise" from their many different IT tools for monitoring and management, and that situation has worsened the already extreme complexity problem instead of improving it.

At this point, some IT environments are just so large and complex that it is effectively beyond human capacity to manage them efficiently without having AI in the mix. Taking note of this fact, Dell Technologies has stepped up to aid organizations by arming them with an AIOps-driven, common operating experience.

What Dell Technologies has unveiled is groundbreaking, and it is in part the result of Dell's highly savvy, high-profile investments in this space—including its acquisition of AIOps solution provider Moogsoft.

Overall, the solution offers real-time, end-to-end insights and recommendations without sampling, so no data is missed, in order to provide a truly accurate picture of a whole environment (covering both Dell and non-Dell technologies). It integrates the infrastructure view with the application layer view to create one comprehensive picture of the health of both elements together, which facilitates root cause determination. Moreover, it automates ticketing, remediation, and overall service reliability—a capability that, on a practical level, many organizations should find appealing.

Based on the trends that Enterprise Strategy Group is observing in the IT landscape right now, it appears that this is exactly the type of comprehensive AIOps solution that today's digital businesses urgently need.

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