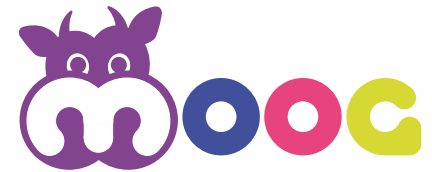# Incident.MOOG Value for Business and Technology Leaders

Operational intelligence for the new era of software.

Cloud and other technology innovations have reduced provisioning time, yet complexities in dynamic infrastructures are preventing organizations from rolling out new applications fast enough to meet business needs.

Incident.MOOG: Analytics for Ops and DevOps

Incident.MOOG uses analytics to cluster alerts into meaningful, actionable Situations, inviting stakeholders into a virtual war room to collaborate as problems unfold. Teams can detect incidents earlier and orchestrate work effort across silos. Benefits include:

- The ability to meet business demands, continuous delivery and DevOps adoption because rules-writing is minimized
- The ability to scale up rapidly to handle growth and business expansion because workflow is much more efficient
- Improved service quality and enhanced customer experience from cross-domain visibility and earlier problem detection

Incident.MOOG's adaptive algorithms detect incidents as they unfold to minimize service disruption. Clusters of events infer the cause of problems whether they are in the application or infrastructure – in your domain of support or outside of it.

FIGURE 1. Incident.MOOG reduces actionable work items by more than 80%, clustering clusters events across silos to create meaningful Situations with history and context.
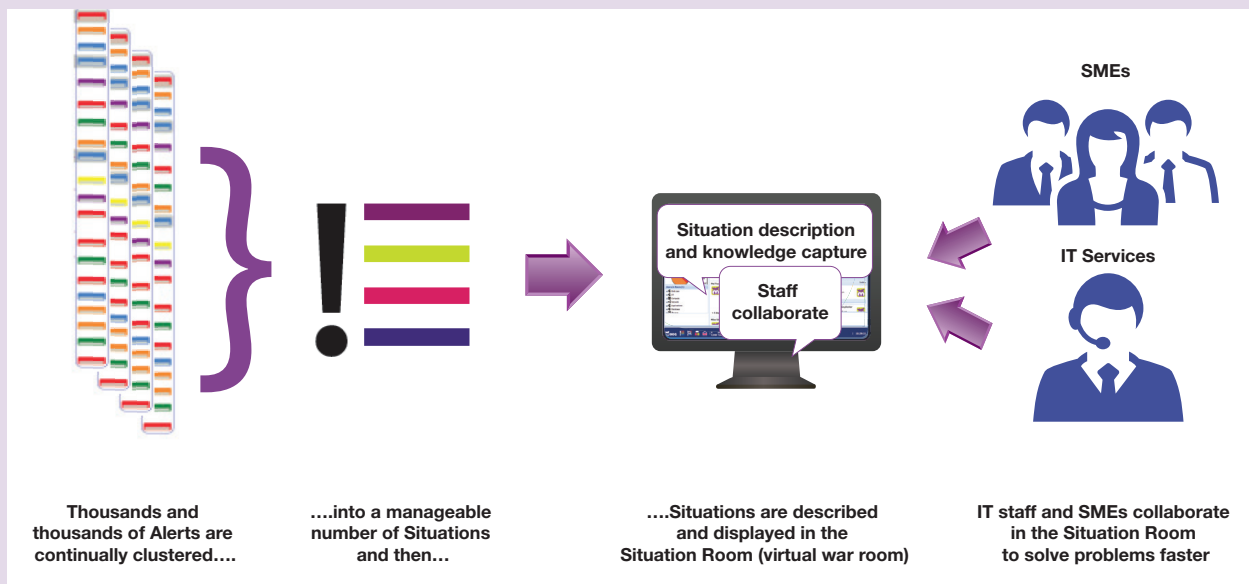
Collaborative Workflow: Situation Management

To address 21st century challenges, Moogsoft created a new collaborative workflow that is orchestrated around Situations – clusters of related alerts that provide context and persistence. Instead of clearing or escalating discrete alerts one-by-one, IT staff focus on groups of prioritized, actionable items (Situations) and collaborate immediately across IT silos in a virtual war room (Situation Room) to:

- Detect problems before end-users call
- Avoid duplicated work effort
- Improve mean time to repair (MTTR)

Situation Rooms also support automated knowledge capture.

FIGURE 2. Incident.MOOG boosts productivity across silos with Situation Rooms that orchestrate a collaborative workflow.

| Thousands and thousands of Alerts are continually clustered…. | ….into a manageable number of Situations and then… | ….Situations are described and displayed in the Situation Room (virtual war room) | IT staff and SMEs collaborate in the Situation Room to solve problems faster |

There are many tools that use Big Data algorithms to analyze log files but they are neither real-time nor collaborative. Incident.MOOG works in real time to create a teaming environment for reacting immediately to failures and performance degradation, delivering operational intelligence for the new era of software.

Discover the power of collaborative Situation Management and Incident.MOOG. Contact us today. Visit www.moogsoft.com.

For more information, visit www.moogsoft.com.

U.S.	140 Geary Street	U.K.	The Sanctuary	NY +1 646 843 0455
	Office 1000		23 Oakhill Grove	
	San Francisco, CA 94108		Surbiton KT6 6DU	Singapore +65 3158 4393
	+1 415 738 2299		+44 208 399 8266	