



**arago**

THE SUM OF EXPERIENCE

# HIRO for Compute Infrastructure Automation

Maximize the cost-efficiency of your data centers and minimize outage risks through intelligent automation across the IT stack.

HIRO AI Platform autonomously runs IT Infrastructure Management processes such as Incident, Problem, Change and Configuration Management within the data center's compute infrastructure, networks, middleware, platform, and application layer.

## **INTELLIGENT PATCH MANAGEMENT** **LARGE U.S. HEALTH INSURANCE PROVIDER\***

### **Challenges**

Traditional patching activities are time consuming, manual, and labor intensive. Due to their complexity, this creates operational bottlenecks.

- An enterprise runs 16 patching maintenance activities for 1,200 individual applications annually, which takes 22,880 hours in total.
- 8 admins are required to manage the effort.
- The manual process is prone to error and must be performed during off-hours.
- Workflow and schedule coordination is the major bottleneck.
- With the time and added complexity, the process becomes even more time-consuming and cumbersome.

### **HIRO Impact**

HIRO performs all end-to-end patching activities 9.5X faster, coordinating multiple work streams simultaneously, while saving 20,480 admin hours per year.

- HIRO performed 16 patching maintenance activities for 1,200 individual application in just 2,400 hours/year.
- HIRO runs patching with no admin involved.
- HIRO enables IT organizations to perform all prerequisite activities, service status and over-platform service, even during off-hours.
- Bottlenecks are eliminated.
- With its exponential learning approach, HIRO learns to solve the problem, while increasing speed and efficiency over time.

### **Reduce Cost**

- 80%+ automation rate
- 50% reduction of maintenance and support resources

### **Mitigate Risk of Outages**

- Consistent high quality of execution in a minimal timeframe with no human failure and delays
- 23X faster execution of IT tasks
- 99% precision
- Maximum SLA performance

### **Become Change-Tolerant**

- HIRO automatically adapts to ongoing changes in the IT landscape

### **Get In-Year ROI**

- Simple integration and implementation and quick ramp-up

### **Retain the Knowledge**

- HIRO ensures knowledge retention and scales up to mitigate the risks of knowledge drain associated with personnel changes

\*Deployed in a POC environment

## SOLUTION

Incident Management - Proactive Triage, Root Cause analysis and fault remediation critical infrastructure alarms such as:

- High Disk Utilization
- High Memory Utilization
- High CPU Utilization
- Server Down
- Service Unavailable
- Connection Failure

## Features:

Seamless integration with existing ticket systems and ITSM platforms

HIRO Portal – statistics, KPI monitoring, and analytics

## Change and Configuration Management

- Patch Management
- Software Installation
- Network Device Configuration

## Capacity Management

- Dynamic allocation/ de-allocation of virtual compute resources

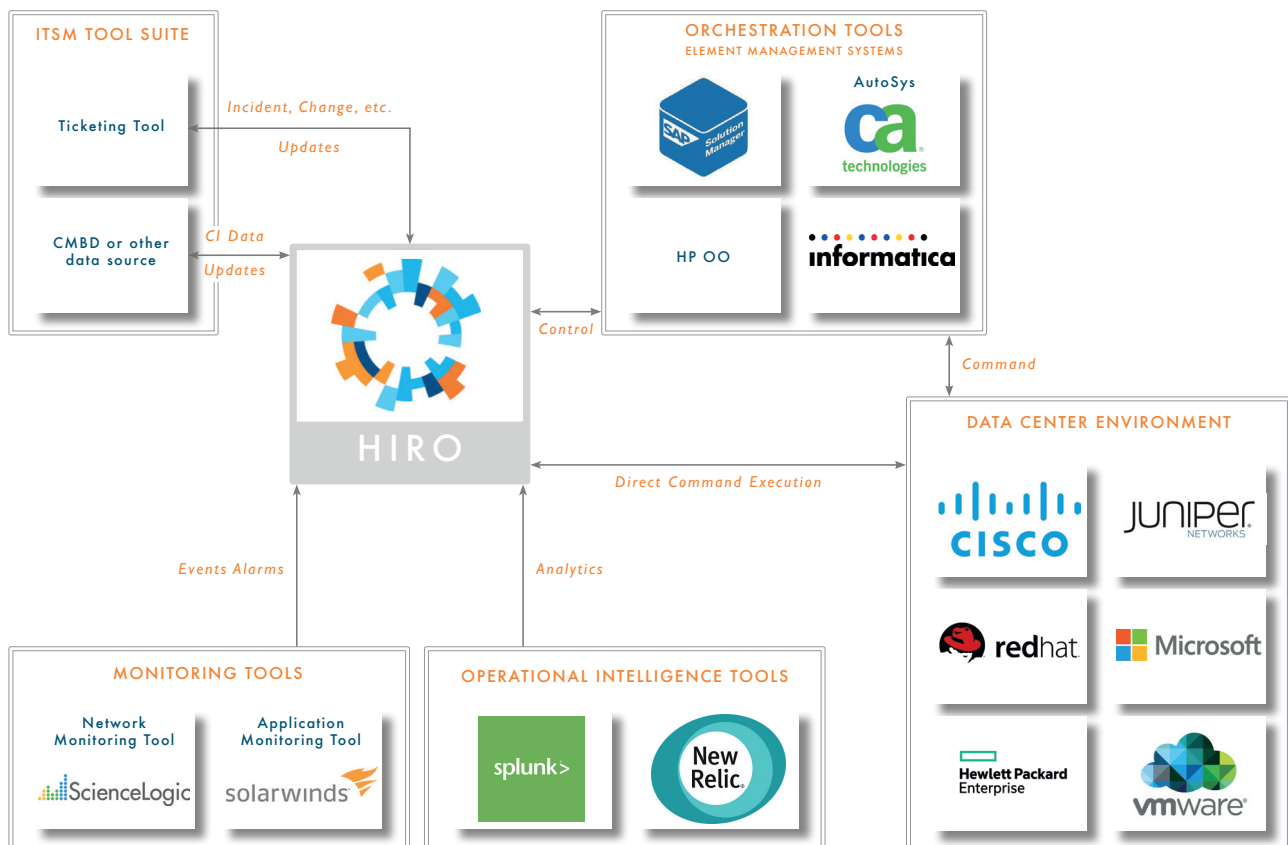
## Performance Management

- Proactive response and remediation of performance threshold violations

Linux support package – Health monitoring and administration

Windows support package – Health monitoring and administration

## HIRO MANAGES A SOPHISTICATED IT INFRASTRUCTURE



## ABOUT HIRO

HIRO is a complete general AI platform for the enterprise. It is based on machine reasoning optimized by machine learning. HIRO is designed to solve ambiguous and complex tasks with minimal training, time, and small data sets. Our customers deploy HIRO with the goal to optimize and autonomously run their business and IT operations.

"These new technologies have taken automation to the next level, and integrating HIRO into our digital ecosystem is a game changer for CompuCom and for our clients."  
**CompuCom**



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