



**arago**

THE SUM OF EXPERIENCE

# HIRO for Application Support

Maximize application support, cost-efficiency and operational effectiveness through the intelligent automation of maintenance and administration processes like Application Health Checks, Application Performance Diagnostics, Incident Remediation and more.

HIRO AI Platform autonomously runs application support processes across the entire application lifecycle.

## HIRO RUNS APPLICATION DIAGNOSTICS GLOBAL IT SERVICE PROVIDER

### Challenges

Manual processes to parse and analyze complex log files and diagnostic information. L1 engineers must manage and enter credentials multiple times.

- Long resolution time: on average, it takes 320 min to solve the ticket.
- Operational silos: no single resolver group has full visibility into the IT stack, which further increases effort and resolution time.

### HIRO Impact

HIRO simultaneously ensures service availability and the overall health of the application stack, while securely storing access credentials or retrieves them from a 3rd party password broker, eliminating the effort of logging into target systems.

- Significant reduction of resolution time: it takes HIRO 6 minutes to solve the ticket, 53x faster than the manual process.
- Elimination of silos: HIRO centralizes the knowledge to address an issue end to end, breaking through traditional IT silos.

### Reduce Cost of Operations

- 80%+ automation rate
- Self-adapting to changing process and IT landscape
- 50% reduction of application support resources

### Increase Process Efficiency

- Consistent high execution-quality and time, with no human failure & delays
- 23x faster execution of IT tasks
- 99% precision
- Intelligent enforcement of enterprise policies and business rules

### Become Change-Tolerant

- HIRO self-adapts to new processes and organizational changes

### Get In-Year ROI

- Simple integration and implementation and quick ramp-up

### Retain the Knowledge

- HIRO ensures expert-knowledge preservation and scale-up, to mitigate the risks of knowledge drain associated with personnel changes

## SOLUTION

Application Management – execution of maintenance and support processes throughout the application lifecycle, such as:

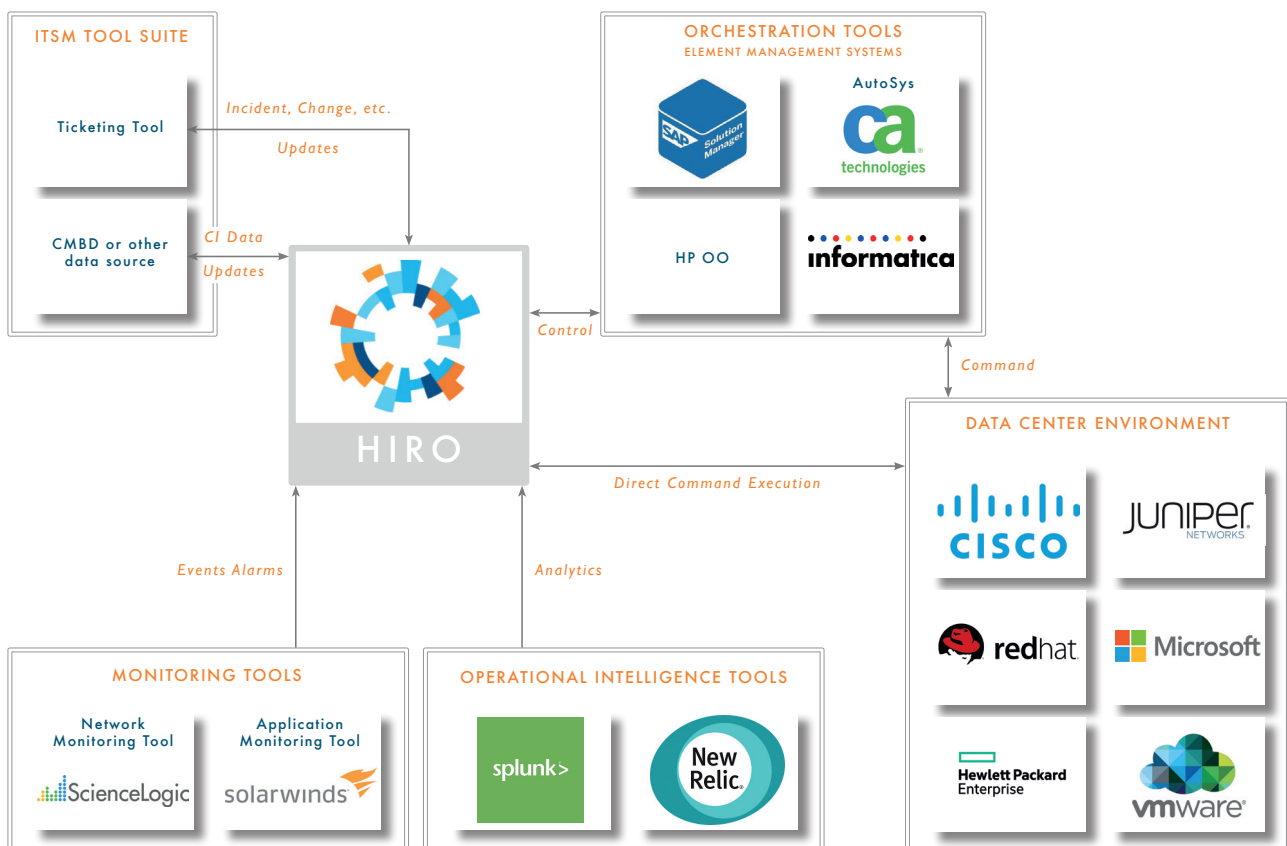
- Application Health Check
- Application Performance Diagnostics
- Incident Remediation
- Database Administration
- Security Compliance Audit
- Software Provisioning
- SSL certification provisioning

## Features:

Seamless integration with existing ticketing systems and ITSM platforms

HIRO Portal – statistics, KPI monitoring, and analytics

## 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**



**arago**  
THE SUM OF EXPERIENCE

For more information, please contact Oliver Huber at [ohuber@arago.co](mailto:ohuber@arago.co) or visit our website [www.arago.co](http://www.arago.co).