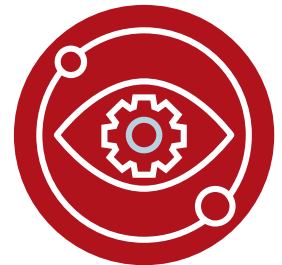# Veritas Predictive Insights

Autonomous artificial intelligence and machine learning-based data and infrastructure management.

OVERVIEW

Streamlining the support experience and addressing the growing need to simplify data and infrastructure management are top of mind for Infrastructure & Operations (I&O) leaders. Driving these concerns are the requirements to store, protect and manage their data to meet business demands including meeting service-level agreements (SLAs), reducing operating expenses and adhering to stringent governance and compliance mandates. Failure to achieve these objectives can have major operational impacts and cost businesses millions of dollars per year.
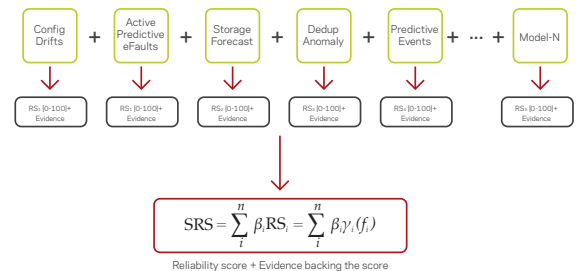
THE EVOLVING SUPPORT FUNCTION

The modern-day support experience has evolved from a reactive response to infrastructure failure (and the associated extended diagnostic and resolution times) to a proactive response. The goal now is not only to prevent failures from occurring, but also to provide prescriptive recommendations to optimize the infrastructure and reduce fault resolution times. Support teams also need to factor in:

- **Business trends** such as unplanned storage growth, which can impact performance and IT budgets.

- **Unforeseen factors** such as component failure and environmental anomalies that can cause downtime events, resulting in the inability to readily access business-critical data.

- **Preventable factors** such as outdated firmware, missing patches, configuration drift and unresolved events that can cause anomalies ranging from poor performance to system faults and data corruption.

SYSTEM RELIABILITY SCORE (SRS)

provides a simple health score for an appliance using an additive machine-learning model. The model aggregates inputs from different machine-learning processes to predict appliance health and displays the results in an easy-to-understand format.

$$SRS = \sum_{i}^{n} \beta_i RS_i = \sum_{i}^{n} \beta_i \gamma_i(f_i)$$

Reliability score + Evidence backing the score

The higher the SRS, the better the appliance is operating and the lower the chances of unplanned downtime.
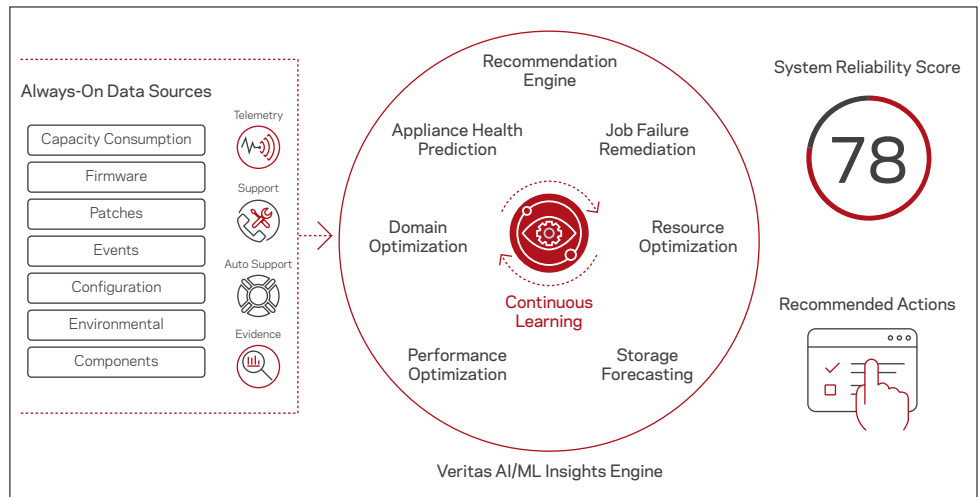
VERITAS PREDICTIVE INSIGHTS

Veritas Predictive Insights is a SaaS platform that uses artificial intelligence (AI) and machine learning (ML) to deliver proactive support services for both new and existing Veritas appliance customers.

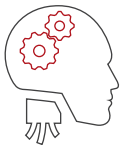**Always on. Always learning.**

Predictive Insights is built on years of Veritas AutoSupport information and hundreds of millions of telemetry data points from over 15,000 Veritas appliances. Continuous AI/ML self-learning processes constantly improve insights and accuracy, identifying patterns, predicting trends and optimizing resiliency and utilization with intelligent forecasting and predictive maintenance. Highlights include:

- **Maintenance insights**—Enhance infrastructure performance and avoid prospective issues with proactive preventative maintenance.

- **Resource insights**—Reduce the total cost of ownership (TCO) by optimizing existing infrastructure and more accurately forecasting future capacity requirements.

- **Support insights**—Use 24/7 proactive monitoring to minimize or eliminate unplanned outages and downtime.

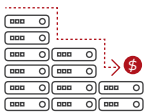
BENEFITS OF VERITAS PREDICTIVE INSIGHTS

By enabling the Veritas AutoSupport feature, Predictive Insights provides immediate value to both new and existing appliance customers. Predictive Insights' cloud-based AI/ML Engine monitors system health and detects potential issues, creating proactive remediation before problems can occur by helping customers to:

Reduce unplanned downtime with proactive support—With the proactive support from Predictive Insights, potential infrastructure issues can be resolved before they occur. In the event of failure, AI/ML-based analytics reduce the time required to understand the problem and streamline the resolution process, lowering the Mean Time to Repair (MTTR). This approach reduces unplanned maintenance and downtime and minimizes the impact on SLAs.

Improve productivity by reducing alert fatigue—The autonomous monitoring capabilities of Predictive Insights allow IT admins to focus on only a few critical alerts instead of hundreds of alerts. This feature improves the operational efficiency of IT administrators and avoids "alert fatigue."

Increase ROI with smart forecasting and capacity optimization—Predictive Insights provides an accurate view of storage utilization trends, efficiency and forecasting. This information helps avoid over-provisioning, optimizes investments and generates better ROI on storage investments.

For more information visit https://www.veritas.com/pi

ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at **www.veritas.com** or follow us on Twitter at **@veritastechllc**.

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