

# On the Radar: BMC provides AIOps solutions that align IT operations teams

---

TrueSight AIOps enables IT to become more agile and to better meet business demands

Publication Date: 04 Jun 2019 | Product code: INT003-000370

Roy Illsley



## Summary

### Catalyst

DevOps has been a hot topic for the last couple of years as IT departments look to improve quality and reduce the cost of delivering change to the organization. While DevOps has focused on the agile development process and the way in which it integrates with the operations release process, it has ignored the capacity-planning, service delivery management, and financial management aspects of IT operations. Ovum sees the additional challenges facing IT operational teams beyond integrating DevOps, all of which are based around the need to become smarter and automate more.

Organizations, and IT operations in particular, are suffering from data overload, which leads to event noise that is exacerbated by the multitude of different management tools being used. This is causing increased mean time to repair (MTTR) for incidents, creating significant impact on business operations. The net takeaway is that IT operations often have siloed knowledge that is hard to find and extract in a timely way so that issues can be resolved quickly. The other key observation is that IT operational teams with the current arrangement are purely reactive, with no ability to predict and prevent incidents before they impact business. In this report, Ovum examines how BMC with its TrueSight AIOps platform is addressing this capability gap by using AIOps technology to help automate processes and improve the ability of IT operations to manage service delivery in an increasingly complex environment.

### Key messages

- BMC TrueSight AIOps is designed to help ITOps support DevOps processes and ensure the smooth and efficient management of agile change for the organization.
- BMC TrueSight AIOps provides capacity- and cost-management capabilities that predict workload behavior, support simulations of future demand, and forecast cost impacts both within data centers and across hybrid cloud environments.
- BMC TrueSight AIOps delivers a comprehensive automated security operations capability across vulnerability management, remediation, change control, and continuous compliance.
- BMC TrueSight AIOps enables IT operations to automate repetitive tasks as well as deliver a behavioral analysis capability of infrastructure and application performance that reduces noise and quickly identifies root causes to improve the MTTR.
- BMC TrueSight AIOps enables business service owners to predictively manage their cloud budgets and security posture within policy-based governance established by cloud operations, thereby reducing cost overruns, waste, and risk, while increasing alignment and agility.

### Ovum view

The challenge in a modern hybrid environment is dealing with the complexities of getting multiple systems to deliver a service that meets the business requirements. This challenge is amplified by the need for agile, reliable, efficient, and timely changes to these systems. The adoption of DevOps was an approach to solve the process and communication issues IT departments were experiencing when trying to identify problems, as well as issues causing system degradation. The critical change that is

impacting IT operations, and DevOps, is the rise in AI and machine learning. This approach to using a data-driven management paradigm, where many decisions are automated is making IT operations an area of rapid change. However, the application of AI in IT operational activities needs to be delivered in a consistent and comprehensive way. There is no benefit in having one aspect of the process automated if it just highlights another area that is a bottleneck. Any AIOps capability must therefore cover all the activities and be able to synchronize these in an efficient and effective way to make the entire process more aligned with the needs of the digital economy that IT is driving in businesses.

## Recommendations for enterprises

### Why put BMC on your radar?

The growth of data has proved to be a double-edged sword for IT operational teams. On the one side, it provides ample information to gain deeper insights into the IT environment and make smarter decisions. However, it is also creating a problem, because the quantity of data means that obtaining any meaningful insights requires new tools and new processes. This challenge is made harder because data assets are often siloed and require manual intervention to correlate so analysis can be performed. BMC with TrueSight AIOps has recognized these problems and built a platform that can discover, correlate, and analyze data in real time and then take automated action based on the insights gained.

## Highlights

BMC's TrueSight AIOps solution is focused on the ability to provide real-time actionable information to IT departments. While analytics is not new, it is a rapidly growing segment, and BMC has focused on some key differentiators. Firstly, making the capacity planning capabilities an integrated part of the IT operational management tool kit. Secondly, integrating the security and governance capabilities into the solution so that SecOps can now become operational. Finally, extending the breath of the management into the cost optimization area, which is making IT operations more relevant to line of business customers. BMC has made TrueSight AIOps optimized for the demands of IT departments that must operate in a new digital economy, the platform enables IT operations to become more agile and better equipped to meet business demand.

## Background

BMC has a rich history in ITOM and has also long been a proponent of DevOps and was a leader in recognizing the SecOps and CloudOps movements. BMC has developed many integrated solutions with its product offerings, from monitoring and event management, to service management and automation technologies. However, one of the current focus areas for BMC is how to inject greater intelligence and automation into the ITOps, DevOps, SecOps, and CloudOps movement through AIOps. BMC has created a difference for itself in a crowded market by focusing on the practical aspects of managing and streamlining the IT delivery and support process. While its main competitors in the market are pursuing line-of-business buyers, BMC remains predominantly focused on IT operational buyers. However, lines of business are expected to be the largest budget holders in terms of IT purchases within the next couple of years, so BMC's approach might appear to be counter

intuitive. BMC, however, believes that a better strategy is providing IT with the solutions to expand IT's role within organizations, and increase IT's influence. This approach makes sense because often line-of-business buyers are not experienced in purchasing IT solutions, and these purchases can fail once integration with existing data and systems is required. Ovum believes the role of IT is not to purchase these solutions, but instead to be a trusted adviser to the line of business, and to ensure that solutions can be integrated in the existing architecture and deliver maximum benefit.

## Current position

TrueSight AIOps platform has a simple three-step value chain that makes it easy for customers to understand the benefits it can deliver, as well as how to plan their journey to delivering a modern IT operations function. The different products align to these value steps so that customers can select a key value to deliver first, then progress on the journey to the delivery of a comprehensive IT operational capability for the digital economy.

## Performance

TrueSight Operations Management and TrueSight Orchestration are the two solutions that enable organizations to monitor and ensure the performance of on-premises as well as cloud-based environments. The solutions learn the usual and unusual behaviors of the environments. By using this information, the event noise reduction analytics capability can filter out all but the important incidents and predictively alert based on identified data anomalies. In addition, the patented probable cause analysis engine correlates events and data so that IT operations can quickly identify likely causes, and drill further into root causes using log and event analytics. Based on its predictive capabilities, TrueSight AIOps can automatically deploy workflows for automated event remediation and generate incident and change tickets before users experience a problem.

## Security

Automated Security Operations is delivered through three products: TrueSight Cloud Security, TrueSight Automation for Servers, and TrueSight Automation for Networks.

Identification of vulnerabilities and being able to remediate them quickly is one of the key capabilities that any organization needs to perform. However, delivering this often involves different teams with different priorities. With TrueSight AIOps, the IT operational team can ingest vulnerability scans natively from Qualys, Tenable, and Rapid 7, and automate the remediation of these even if they require a multi-tier approach. The other key capability of TrueSight AIOps is that it performs compliance checking of infrastructure components. The ability to eliminate configuration drift, which can lead to potential exposure to malicious attacks, is an area that IT operations often struggle to maintain. Ovum likes the ability to identify and fix configurations of both on-premises hardware as well as cloud services and containers. The cloud configuration is supported for Microsoft Azure, GCP, and AWS. In addition to the security capabilities that TrueSight AIOps provides, it also integrates with BMC Helix Discovery, a cloud-native discovery and dependency mapping solution for visibility into hardware, software, and service dependencies across multicloud environments, so that any blindspots left by the standard scanning process can be rectified.

## Cost

Ovum believes that the cost management aspect is the most significant differentiator for BMC TrueSight AIOps. This capability is provided by TrueSight Cloud Cost and TrueSight Capacity Optimization. Often the capacity and cost aspects of IT operational management are ignored because

they are difficult to deliver in a simple-to-use solution. The TrueSight AIOps platform enables IT operations to have full visibility into the cost of on-premises environments as well as public cloud environments. The combination of this with capacity planning enables IT operations to eliminate resource costs that are not required, continuously right-size environments and spend to match the workload and SLAs, and prevent budget overspend by monitoring resource usage and costs. However, Ovum believes the simulation capabilities are the most significant, and IT operations can simulate migrations both from on premises and between AWS, Azure, and GCP, and can forecast demand for IT resources.

## Summary

BMC TrueSight AIOps platform provides a range of capabilities that organizations of any size and complexity will find useful. The ability to operate across on-premises and cloud environments is a significant strength and makes TrueSight AIOps platform applicable to all organizations as they navigate the journey to cloud. However, while the TrueSight AIOps platform provides the capability to manage the complexities of a modern IT environment, the organizational maturity must be such that the organization can maximize any opportunity. TrueSight AIOps platform helps organizations deal with this skills gap by making the platform intuitive and simple to use.

## Appendix

### On the Radar

On the Radar is a series of research notes about vendors bringing innovative ideas, products, or business models to their markets.

### Author

Roy Illsley, Distinguished Analyst, Infrastructure Solutions

[roy.illsley@ovum.com](mailto:roy.illsley@ovum.com)

### Ovum Consulting

We hope that this analysis will help you make informed and imaginative business decisions. If you have further requirements, Ovum's consulting team may be able to help you. For more information about Ovum's consulting capabilities, please contact us directly at [consulting@ovum.com](mailto:consulting@ovum.com).

### Copyright notice and disclaimer

The contents of this product are protected by international copyright laws, database rights and other intellectual property rights. The owner of these rights is Informa Telecoms and Media Limited, our affiliates or other third party licensors. All product and company names and logos contained within or appearing on this product are the trademarks, service marks or trading names of their respective owners, including Informa Telecoms and Media Limited. This product may not be copied, reproduced, distributed or transmitted in any form or by any means without the prior permission of Informa Telecoms and Media Limited.

Whilst reasonable efforts have been made to ensure that the information and content of this product was correct as at the date of first publication, neither Informa Telecoms and Media Limited nor any person engaged or employed by Informa Telecoms and Media Limited accepts any liability for any errors, omissions or other inaccuracies. Readers should independently verify any facts and figures as no liability can be accepted in this regard – readers assume full responsibility and risk accordingly for their use of such information and content.

Any views and/or opinions expressed in this product by individual authors or contributors are their personal views and/or opinions and do not necessarily reflect the views and/or opinions of Informa Telecoms and Media Limited.



## CONTACT US

[ovum.informa.com](http://ovum.informa.com)

[askananalyst@ovum.com](mailto:askananalyst@ovum.com)

## INTERNATIONAL OFFICES

Beijing  
Boston  
Chicago  
Dubai  
Hong Kong  
Hyderabad  
Johannesburg  
London  
Melbourne  
New York  
Paris  
San Francisco  
Sao Paulo  
Shanghai  
Singapore  
Sydney  
Tokyo

