



kyndryl™



## Kyndryl Intelligent IT Analytics with Elastic turns data into action

Gain end-to-end insight into your infrastructure with near real-time data visualization

### Highlights:

- Unified reporting supports multiple use cases
- Visualization methods turn data into insight
- Accelerating analytics enables automation
- Unlock end-to-end observability of critical infrastructure
- See how a healthcare provider cut severity instances by 7%

Organizations are often frustrated in their efforts to improve customer experience, predict failures, and respond quickly to incidents. The problem is a lack of actionable data. While there may be many diverse tools for monitoring, and a sprawl of data repositories, there is no unified platform that provides an end-to-end view. At the same time, the technology landscape is complex: monolithic applications are being transformed into microservices and virtual environments are moving towards serverless architectures. Organizations need a solution that covers all their data sources and turns them into timely intelligence, providing a foundation for automation.

Kyndryl™ Intelligent IT Analytics with Elastic helps organizations establish a robust enterprise data management and analytics strategy for observability data using the Elastic Stack. Kibana, the visualization layer for Elasticsearch, visualizes real-time data using various chart types, metrics, and tables.

Visualizations can be:

- **Descriptive:** Describing the observability data as is and creating meaningful summaries over time
- **Diagnostic:** Identifying trends, patterns, and correlations across different data sets
- **Predictive:** Using data from Elastic’s machine learning models to show the forecasted values of key performance indicators

Intelligent IT Analytics with Elastic is a service offered by Kyndryl as part of our partnership with Elastic.

## Unified reporting supports multiple use cases

Intelligent IT Analytics with Elastic helps organizations establish a robust enterprise data management and analytics strategy using the Elastic Stack for observability data. This strategy enables them to consolidate their data and gain valuable insights through visualizations. Insights can be integrated with event management, ticketing, and automation tools for end-to-end orchestration and actionable outcomes. From a single platform, organizations can support enterprise search, observability, security, and analytics solutions.

Using the robust data lake framework, attributes can be mapped between diverse data sets so that data can be served for various requirements. These requirements include:

- Archival capabilities for compliance and regulation
- Summarized reporting
- Unified observability by layers
- Domain-based analytics
- Operational analytics
- Capacity forecasting

## Visualization turns data into insight

Our solution uses the Elastic Stack to create visualizations that enhance analytics. Kibana is ideal for use cases such as enterprise search, observability, security, and analytics. Kibana provides a clear illustration of aggregations and counts of data points, as well as detailed analysis of metric, log, and text-based data sets. Dashboards provide simplified access to both details and summaries of data, and domain-based and theme-based visualizations.

## Accelerating analytics enables automation

Organizations need to be responsive to change. In the event of an incident, they need to react fast to protect the customer experience and retain customer loyalty. Increasingly, organizations emphasize prediction and prevention over remediation.

To resolve and prevent severe issues, organizations need to reduce the amount of human intervention involved in diagnosing problems. Automation and self-healing solutions are vital, but they can only work if they have complete, reliable, and timely data.

Intelligent IT Analytics with Elastic provides a comprehensive single source of truth, combining data from diverse systems and delivering insight about the end-to-end experience in near real-time. It’s possible to track transaction journeys that involve multiple touchpoints, such as API interactions across networks and microservice calls across modular applications. Intelligent IT Analytics with Elastic is a solid foundation for self-healing and other automated workflows.

## Unlock end-to-end observability of critical infrastructure

Elastic provides an end-to-end observability solution that generates near real-time data on the wellbeing of mission-critical infrastructure.

Because of our deep expertise and years of experience successfully managing a wide range of infrastructures, Kyndryl is uniquely placed to convert this intelligence into timely, actionable insight and remediation. Be it airlines, connected cars, manufacturing, or healthcare, the IT backbone is often managed by Kyndryl. We have developed several solutions in the Elasticsearch ecosystem to reduce the lead time between intelligence and action.

## See how a healthcare provider cut severity instances by 7%

We worked with a major US healthcare provider to establish a platform using Intelligent IT Analytics with Elastic. The solution draws metrics from more than 200 tools the health-care provider uses, including monitoring ticketing, event management, and application performance management. Our goal was to detect patterns and identify anomalies. The resulting observability solution harnesses 7 TB of data every day, in both structured and semi-structured formats.

The analytic layer identifies trends and patterns. In a few clicks, the organization can see areas of concern to help reduce the time taken for root-cause analysis. By promoting anomaly detection, we were able to reduce severity instances by 7% within three months.

## Conclusion:

Intelligent IT Analytics with Elastic combines the strength of Elastic's products and Kyndryl's expertise in data management, analytics, and machine learning. The solution consolidates and visualizes data from across the organization, spanning diverse IT architectures and data sources. The solution delivers an integrated view of hybrid IT infrastructure, application services, and end-user experience. By using Intelligent IT Analytics with Elastic, organizations can understand end-to-end workflows and transaction flows. As a result, organizations can predict and prevent issues that would negatively affect revenues, productivity, and customer experience.

## Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side by side with our customers to unlock potential.

## For more information:

To learn more about how Intelligent IT Analytics with Elastic can help you with observability and near real-time insight, please contact your Kyndryl representative or visit us at [kyndryl.com/us/en/about-us/alliances/elastic](https://kyndryl.com/us/en/about-us/alliances/elastic).

Book your consultation here: [kyndryl.com/us/en/about-us/alliances/consult](https://kyndryl.com/us/en/about-us/alliances/consult).



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