Winning at
PREDICTIVE INSIGHTS
With **Software-Defined IT Operations**

An excerpt from **7 Characteristics of Service-Centric IT Organizations**

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Own IT.

Predictive insights are like gold to any IT organization. But service-centric IT organizations with software-defined IT operations know that the ability to predict is the first step toward being able to make prescriptive recommendations.

It's not enough to know that something **will** happen. Service-centric teams want to know how they can **prevent** it from happening in the first place.

In fact, when deploying software-defined IT operations, service-centric IT organizations shift from task-based box-checkers to strategic business partners across the entire organization. And the difference is in how they turn analytics into predictive insights in order to:

- **View capacity utilization trends in real time and configure dynamic thresholds**
- **Forecast problematic trends in order to correct and plan**
- **Receive alerts weeks in advance of reaching capacity**
- **Prepare to take corrective actions ahead of the procurement process**
- **Mitigate outages by collecting and analyzing real-time health and performance metrics**

Service-centric IT organizations don't wait for problems to arise — they get ahead of issues before they happen. And that's important. At least it was for one premier energy conglomerate that embraced software-defined IT operations last year. This Fortune 100 company shared its experience despite opting to remain anonymous.

According to the company's systems analyst, *"For the first time, we will be able to get ahead of issues so that we will be able to grow our infrastructure exponentially. We call this our 'single-pane-of-glass' effort — a coveted monitoring dashboard that analyzes and delivers the comprehensive, predictive analysis report with segmented data and immediate notification of failure to the right people for immediate resolution."*

Being able to detect and diagnose issues arms IT teams with the knowledge to resolve a problem. But, predicting an issue with software-defined IT operations gives teams the ability to prescribe actions to avoid problems before they cause a disruption.
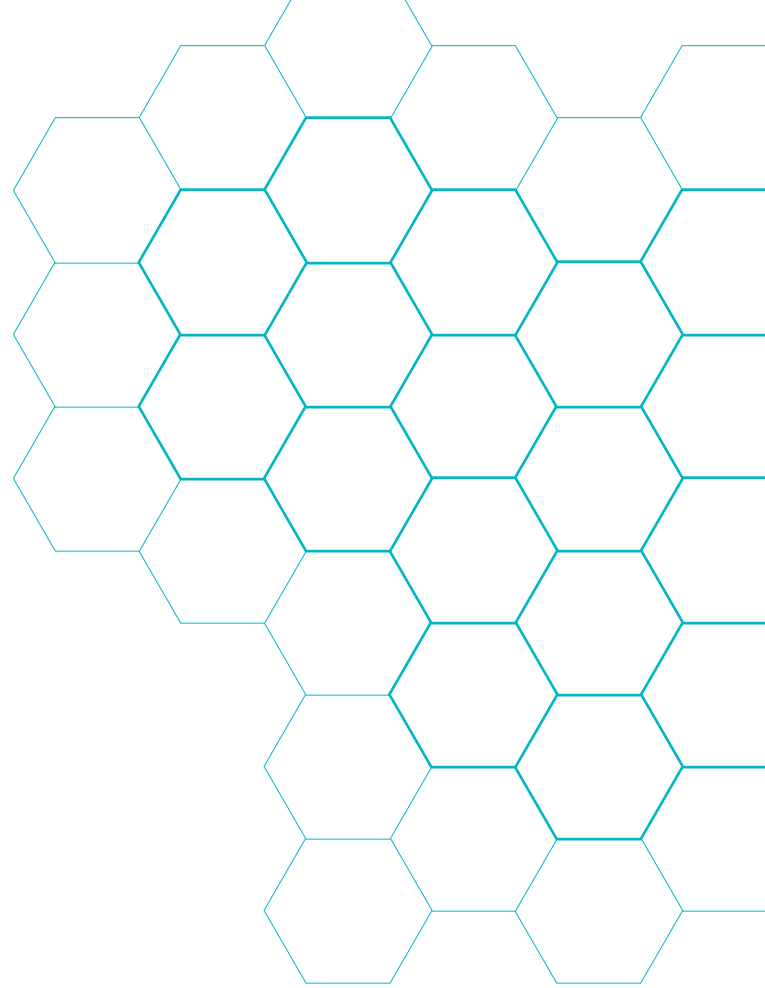
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