MERLYNN

2022

Digital Twins

Accelerating IT Incident Resolution

The Challenge

Maintaining system and server stability remains a major operational challenge in most organizations. Critical infrastructure and application downtime increases operational risk and negatively impacts both business efficiency and customer experience.

As in many industries, banking outages are increasingly coming under the regulatory spotlight, with **regulators looking to impose hefty fines for major outages** which negatively impact customers.

According to a **2020 survey** by information Technology Intelligence Consulting, 25% of respondents worldwide reported the average **hourly downtime cost of their servers as being between US$301,000 and US$400,000**.

Add to this intangible risks such as reputational damage and opportunity cost and the true outage costs far exceed quoted statistics.

Existing Process

To manage downtime risk, organizations deploy intelligent monitoring tools that create 'alerts' signalling system stress. With the advancement of automation (#AIOps), an increasing number of these alerts are being resolved via rules engines.

However, Complex alerts continue to demand human intervention and expertise.

Domain knowledge of production & support engineers is required to accurately identify the root cause and determine the appropriate next steps for resolution.

Digital Twin Solutions

Organizations use **Merlynn's Tacit Object Modeler - TOM™ Artificial Intelligence** technology to create decision-making Digital Twins of the organization's **IT Experts**. These Digital Twins respond via API call to alerts as the engineer or expert would – only more efficiently, 24/7 and 365 days a year.

Real-time access to this human expertise enables the organization to:

- **dramatically reduce mean time to resolution *(MTTR)***
- **minimize critical system downtime**

For more information:

Request demo | Contact Us