CYBERSECURITY INNOVATIONS POWERED BY AI

IT Operations Management (ITOM)

IT Operations Management (ITOM) provides centralized monitoring and management of IT infrastructure, applications, and services. It helps improve visibility, reduce downtime, and optimize overall IT operations.

70%
Faster Incident Resolution

60%
Reduction in Alert Noise

80%
Faster Root Cause Identification

THE CHALLENGE

Top 5 Industry Challenges (If ITOM is NOT Implemented)

- **Lack of Unified Infrastructure Visibility** - Organizations struggle to monitor servers, networks, databases, cloud, and applications from a single console, leading to fragmented operations and blind spots. This increases Mean Time to Detect (MTTD), delays troubleshooting, and causes prolonged service outages impacting business continuity.
- **Increased Downtime & Slow Incident Resolution** - Without centralized event correlation and automation, IT teams manually analyze alerts across multiple tools. This leads to alert fatigue, delayed root-cause identification, SLA breaches and revenue loss from critical application downtime.
- **Poor Capacity Planning & Resource Utilization** - Organizations lack predictive analytics for infrastructure growth, utilization, and saturation trends. As a result, businesses either overspend on unused infrastructure or face unexpected performance bottlenecks during peak demand.
- **Operational Complexity in Hybrid & Multi-Cloud Environments** - Modern enterprises operate across on-premises, private cloud, public cloud, containers, and Kubernetes environments. Without ITOM, managing these distributed ecosystems becomes highly complex, increasing operational inefficiencies and configuration inconsistencies.
- **Reactive IT Operations Instead of Proactive Management** - Without AI-driven analytics and automation, IT teams only respond after incidents occur.This reactive approach increases operational costs, reduces employee productivity.

KEY BENEFITS

360° Unified Infrastructure Monitoring
ITOM provides centralized monitoring for servers, applications, databases, storage, networks, cloud, and containers from a single console. This can reduce monitoring complexity by 40–60% and significantly improve operational visibility.

Faster Incident Detection & Resolution
AI-driven event correlation and automated remediation help identify root causes quickly and reduce alert noise. Organizations typically achieve 50–70% faster incident response and lower downtime durations.

Improved IT Team Productivity Through Automation
Policy-driven workflows automate repetitive operational tasks, incident creation, and remediation processes. This reduces manual operational effort by 30–50% while allowing IT teams to focus on strategic initiatives.

Better Capacity Planning & Cost Optimization
Predictive analytics and trend forecasting help optimize infrastructure sizing and utilization. Businesses can reduce unnecessary infrastructure spending by 20–35% and avoid overprovisioning.

Enhanced Hybrid Cloud & Kubernetes Visibility
ITOM provides deep observability into hybrid cloud, virtualization, containers, and Kubernetes environments. This improves service reliability, supports cloud transformation initiatives, and accelerates DevOps operations.

KEY CAPABILITIES

One Unified Agent

01 Unified Infrastructure Monitoring

Technical Capabilities
- Agent-based and agentless monitoring
- Multi-protocol support:
  SNMP, WMI, SSH, DNS, DHCP, URL, JMX, Ping.
- Open API/SDK extensibility.

Functional Capabilities
- Single-console visibility.
- Infrastructure health monitoring.
- Cross-domain operational visibility.
- Centralized operational governance.

02 Server, Application & Database Performance Management

Technical Capabilities
- OS resource monitoring.
- Service and process monitoring.
- Filesystem monitoring.
- Database performance analytics.
- Query and replication monitoring.

Functional Capabilities
- Application performance optimization.
- Faster troubleshooting.
- Reduced application downtime.
- Improved service delivery.

03 Storage, Virtualization & Cloud Operations

Technical Capabilities
- Storage utilization monitoring.
- VM lifecycle monitoring.
- Datastore and LUN visibility.
- Hybrid cloud monitoring.

Functional Capabilities
- Infrastructure optimization.
- Cloud workload visibility.
- Resource utilization tracking.
- Virtual sprawl detection.

04 Container & Kubernetes Observability

Technical Capabilities
- Kubernetes cluster monitoring.
- Namespace and pod visibility.
- Container performance analytics.
- Deployment monitoring.

Functional Capabilities
- Improved container reliability.
- Better DevOps observability.
- Faster microservices troubleshooting.
- Container resource optimization.

05 Log Analytics & Event Intelligence

Technical Capabilities
- Centralized log ingestion.
- AI-driven anomaly detection.
- Event correlation engine.
- Cross-correlation of logs and metrics.

Functional Capabilities
- Root cause analysis.
- Alert noise reduction.
- Proactive threat and issue detection.
- Faster operational decision-making.

06 Automation & Self-Healing Operations

Technical Capabilities
- Policy-driven automation.
- Workflow orchestration.
- Automated remediation.
- Service desk integrations.

Functional Capabilities
- Reduced manual intervention.
- Self-healing infrastructure.
- Automated incident response.
- Improved SLA adherence.

07 Dashboards, Reporting & Business Visibility

Technical Capabilities
- Role-based dashboards.
- Real-time analytics.
- Drill-down reporting.
- Historical trend analysis.

Functional Capabilities
- Business KPI alignment.
- Executive visibility.
- Compliance reporting.
- Data-driven operational insights.

08 Scalable Distributed Architecture & Security

Technical Capabilities
- Distributed architecture.
- Remote collectors and buffering.
- Encrypted communications.
- AD/LDAP integration.

Functional Capabilities
- Enterprise scalability.
- Secure remote monitoring.
- Centralized authentication.
- High availability operations.

ADD-ON AVAILABLE

Need 24/7 coverage? Add Velox MDR.

- India-based SOC analysts, 24×7×365
- 15-minute SLA for critical incidents
- Seamless activation — no new agent required

LEARN MORE →

VELOX®

THINK CYBER SECURITY... THINK VELOX

Velox Solutions is a Global cybersecurity OEM delivering advanced, AI-powered technologies that strengthen Security Operations and enterprise resilience since 14+ years. Our solutions enable faster threat detection, automated response, and deep visibility across users, endpoints, and infrastructure. Leveraging AI-driven SIEM, SOAR, and behavioural analytics, Velox builds proactive, intelligence-led SOC environments, empowering government and enterprise sectors to stay ahead of evolving cyber threats.

Web
www.veloxworld.com
India
+91 9321943983
Sales
sales@velox.co.in
Marketing
marketing@velox.co.in