eng

Observability and AIOps for simpler, automated IT operations

Optimize IT service management through centralized observability and intelligent automation of IT operations.

In today's IT landscape, marked by growing complexity and an increasingly direct impact on business outcomes, evolving IT Operations toward **proactive** and **predictive models** is essential. **Observability** and **AIOps** help simplify operations and minimize the impact of service disruptions by enabling real-time visibility, actionable insights, and intelligent automation, ensuring operational continuity, resilience, and greater return on IT investments.

Key trends

42%
annual growth of telemetry data driven by modern IT architectures

€1 M/h
average cost of high-impact service disruptions for 48% of European companies

37%
of organizations integrated AI into IT Operations in 2025

SOURCE: ENG ANALYSIS BASED ON SELECTED DATA AND REPORTS

Accelerate and make tangible the value of AIOps within the IT Operations operating model.

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A flexible deployment model that includes Eng Data Centers and ensures data governance and control.

Main Benefits

AIOps enables more effective governance of **IT Operations**, reducing operational risk and increasing service reliability.

A centralized view of the IT ecosystem supports faster decision-making, greater efficiency, and an improved experience for the business.

INDICATIVE DATA BASED ON ESTIMATES AND PROJECT EXPERIENCE.

⊕ **OPERATIONAL CONTINUITY**
85% of incidents prevented proactively

⊕ **OPERATIONAL EFFICIENCY**
~40% operational costs through automation and self-healing

⊕ **SERVICE RELIABILITY**
~55% MTTR through automated detection and remediation

⊕ **USER EXPERIENCE**
+33% improvement in user experience across IT services

Our solution

We support clients at every stage of IT Operations maturity, enabling integrated observability across the entire technology stack and predictive AIOps capabilities.

Assessment & Consulting
- IT operations maturity assessment
- Architectural and governance design
- Evolutionary roadmap

Implementation & Activation
- Architectural implementation and AIOps tool setup
- Automation playbook implementation
- Service governance activation

Continuous Service Improvement
- Service handover
- Awareness activities
- Compliance, risk & governance
- Activation of new features

Our main tools of AIOps & Observability

Monitoring & Intelligence for Next-gen Decisions
The AI Agent provides real-time insights to operations teams directly through Microsoft Teams and/or via email.

Maintenance Augmented by Intelligent Automation
AI Agent for smart assignment and incident resolution, with automatic ticket enrichment.

MonitorNow Ticket Management
AI Agent Accelerator for ticket analysis and reporting on impacted areas, incoming ticket volumes, and backlog.

AMS Ticket Assistant by Neta
Hub of AI Agents specialized in ticket management, knowledge base handling, and operational reporting.

Our Approach

We combine expertise, platforms, and operating models to ensure control, reliability, and continuity of IT services. Through an operating model aligned with **ITSM** standards and a 24/7 **Unified Operations Center**, we support enterprise environments across any deployment model, including our own **Data Centers**, aligning IT and business metrics to ensure performance, reliability, service continuity, and measurable business value.

+1,6M
MANAGED EVENTS

11k
MONITORED IT ASSETS

40
CERTIFIED AIOPS PROFESSIONALS

Our Toolbox

CASE STUDY
ITOM & Observability modernization for energy

CASE STUDY
Cloud-based Observability & AIOps for transportation

CASE STUDY
Centralized cloud-based ITOM platform for defense

WHITE PAPER
Toward resilient, secure, and autonomous IT infrastructures