

AIOps



Intelligent, automated operations that drive efficiency and resilience



As IT operations become more complex, CGI AIOps delivers AI-driven automation, intelligent event management, and real-time analytics – empowering your teams to focus on strategic priorities instead of technical challenges. Our solution enhances operational efficiency, reduces downtime, and drives cost savings, ensuring your organisation benefits from more resilient and reliable IT.

The challenge

Managing modern IT environments is increasingly challenging, with many organisations facing:

- **Rising operational costs** caused by inefficient processes and manual intervention.
- **Frequent service disruptions** affecting business continuity and customer experience.
- **Limited visibility into IT infrastructure** leading to slow incident resolution.
- **Data silos** preventing proactive decision-making and optimisation.
- **Increasing security and compliance requirements** adding to operational burdens.

It's clear that traditional IT management approaches can no longer keep pace. Organisations need a **smarter, AI-powered solution to stay ahead.**

We're here to help

CGI AIOps is a comprehensive framework that helps organisations enhance agility, reduce costs, and build long-term resilience through innovations in **machine learning, advanced analytics, and intelligent automation.**

It proactively monitors systems and leverages predictive analytics to strengthen service resilience, ensuring stability and security. Real-time insights and intelligent event correlation detect anomalies, preventing disruptions and accelerating incident resolution, while automated root cause analysis and self-healing capabilities minimise downtime and keep your organisation running smoothly.

AIOps also reduces manual workloads and automates routine tasks, allowing your teams to focus on strategic business priorities rather than reactive IT management.

With this AI-powered intelligence at the core of your IT environment, you gain greater control, efficiency and reliability, helping your organisation stay resilient and competitive.

Our approach

Our AIOps solution is designed to be adaptable to the unique needs of your organisation. It seamlessly integrates with your existing IT infrastructure – whether cloud, on-premise, or hybrid environments – to modernise operations **without disrupting your business**. Here's how we apply AIOps across your IT:

- **Intelligent event management**

AIOps automates event detection and response, reducing noise and identifying critical incidents faster.

- **AI-powered observability**

This provides deep insights into application and infrastructure performance through real-time monitoring.

- **Automated incident resolution**

Machine learning diagnoses and resolves IT issues before they impact services and users.

- **Predictive analytics and anomaly detection**

AIOps identifies patterns and prevents outages before they occur.

- **Smart knowledge management**

We capture and apply operational insights to improve decision-making and reduce human dependency.

- **Real-time data**

This delivers actionable insights through intuitive dashboards that align IT performance with business objectives.

- **Security and compliance automation**

AIOps strengthens security postures by automating vulnerability management and compliance tracking.

- **Sustainability intelligence**

We optimise resource consumption and minimise environmental impact through AI-driven efficiencies.

The benefits

With CGI AIOps, your organisation will achieve operational excellence:



Reduced IT costs through automation and efficiency gains.



Stronger security and compliance with intelligent risk monitoring and automated response.



Faster service delivery by minimising manual intervention and optimising workflows.



Greater operational resilience through adaptive, self-healing IT infrastructure.



Proactive IT operations with AI-driven predictions preventing incidents before they occur.



Enhanced sustainability with reduced waste, optimised energy consumption, and better resource efficiency from AI-driven insights and automation.



Improved customer experience with enhanced service availability and performance.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-focused to help accelerate returns on your investments.

Across 21 industry sectors in 400 locations worldwide, our 91,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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