

TOP REASONS

WHY CUSTOMERS CHOOSE CLOUDIQ TO KEEP THEIR IT INFRASTRUCTURE HEALTHY & OPTIMIZED

Make IT breakthroughs possible with CloudIQ AIOps proactive monitoring, machine learning, and predictive analytics. Why do IT and DevOps professionals choose CloudIQ? **Read on!**

1 | Software-driven innovation for intelligent infrastructure insights

CloudIQ is Dell Technologies' strategic cloud-based AIOps (artificial intelligence for IT operations) application for monitoring and resolving everyday operational issues for Dell storage, server, data protection, networking, HCI and CI products as well as APEX Data Storage Services. With hundreds of software engineers, customer service specialists, and IT infrastructure and operations experts across 18 product teams working on CloudIQ, Dell continuously delivers new innovative AIOps capabilities to CloudIQ users.

2 | Improves IT outcomes fast

Research shows that CloudIQ provides intelligent infrastructure insights faster than alternative monitoring and management methods - and that leads to faster remediation and higher ITOps and DevOps productivity. In recent surveys, users reported that CloudIQ helps them resolve infrastructure issues 2X to 10X faster¹ and saves them 1 workday per week on average¹.

3 | Reduces risk

Using machine learning and a suite of analytical algorithms, CloudIQ insights help you reduce risk. *Proactive Health Scores* display and prioritise risk across your entire environment and recommend corrective actions. *Deep analytics* identify *Performance Anomalies* and *Workload Contention* to zero in on incidents impacting your IT environment to speed remediation. *Cybersecurity Assessments* let you know about misconfigured security settings and how to harden them.

4 | Sees the future

With *Capacity Anomaly Detection*, *Capacity Forecasting*, and *Capacity Full Prediction*, you'll see what's coming up -- imminently, short-term, and long term -- based on machine learning and related smart algorithms. Identify when an unusual spike in consumption will reach full capacity in minutes or hours, so you can move workloads to where you have more capacity to meet their needs. Forecast capacity and predict full capacity over weeks and months so you can thoughtfully plan and budget accordingly.

5 | Easy to use and no overhead

Described in a recent user survey as "insanely easy to use," CloudIQ is cloud-based, so there's no software for you to install on your systems or maintain. It takes only a few clicks to initially connect your systems to CloudIQ; thereafter, view it in your personal computer browser or by mobile phone app. It's intuitive and easy to browse and see what's important. And new features are continuously delivered by our hundreds of engineers and operations experts.

6 | Proactive, smart, and prescriptive

You don't have to be online with CloudIQ to know when there's a system issue that needs your attention. Instead, opt-in for instant CloudIQ *Health Notifications* and/or a *Daily Digest* email. Intelligent Health Notifications tell you when system health issues are newly identified – or resolved. The Daily Digest gives you a birds-eye view of all your systems and how their health has changed since the day before. Either way, the CloudIQ proactive email notifications keep you up to date all the time.

7 | Easy to customise and share

Customise CloudIQ reports, mixing standard and custom labels with tables and line charts that update as scheduled and in real-time when opened. Reports can be manually exported or scheduled for automated delivery to a specified list of recipients. Grant permission to co-workers as well as outside Trusted Advisors (Dell specialists and Dell partners) to see certain CloudIQ dashboards, reports, and notifications.

8 | Ready to integrate for automating operations

CloudIQ is equipped with a REST API and Webhook for integrating CloudIQ with third-party applications to trigger IT service management processes and allow you to review, approve, and execute automated remediation of infrastructure issues. Supported with Dell documentation and online "how to" videos, easily integrate CloudIQ with popular and custom orchestration, automation, service ticketing, and collaboration applications to accelerate operations.

9 | Safe and Secure

CloudIQ collects your systems' telemetry through the same trusted network that they communicate with Dell support teams. Only system information, not business data, is collected, and it is stored in Dell's secure private cloud.

10 | Available with Dell Support

Available at no extra cost with Dell ProSupport and ProSupport Plus services, CloudIQ is one of the many high-value Dell Future Proof offerings that maximises your investment in Dell Technologies infrastructure.

¹Based on a Dell Technologies survey of CloudIQ users conducted May through June 2021. CLM-000884 Actual results may vary.

²Based on a Dell Technologies survey of CloudIQ users conducted May through June 2021. CLM-004139 Actual results may vary.