Interlink
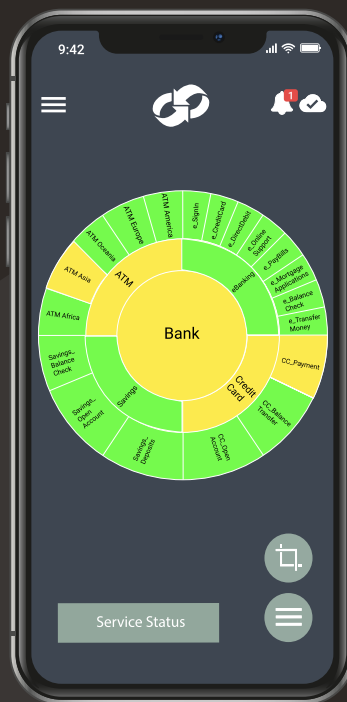## Software

Global brands trust Interlink
to deliver their
AIOps Powered Observability Platform

Lloyd Hopkins
Chief Executive Officer

Since starting out in 1996 we've made it our mission to help large enterprises to visualize service health and protect service availability proactively and efficiently.

For IT teams in the digital age, maintaining visibility and monitoring critical services effectively has never been more challenging. The dynamic, highly automated nature of DevOps, virtualization and cloud computing has brought with it ever-increasing IT complexity, tool sprawl and torrents of data and metrics to make sense of.

AIOps functionality entered our roadmap before the term even existed. We've always utilized a data-driven, universal integration approach, machine learning techniques and advanced analytics in our solutions.

With Interlink you can look forward to a transformative suite of products to dramatically enhance your capability to efficiently identify and prevent potential outages before they hit your customers - backed up by a great team of passionate people.
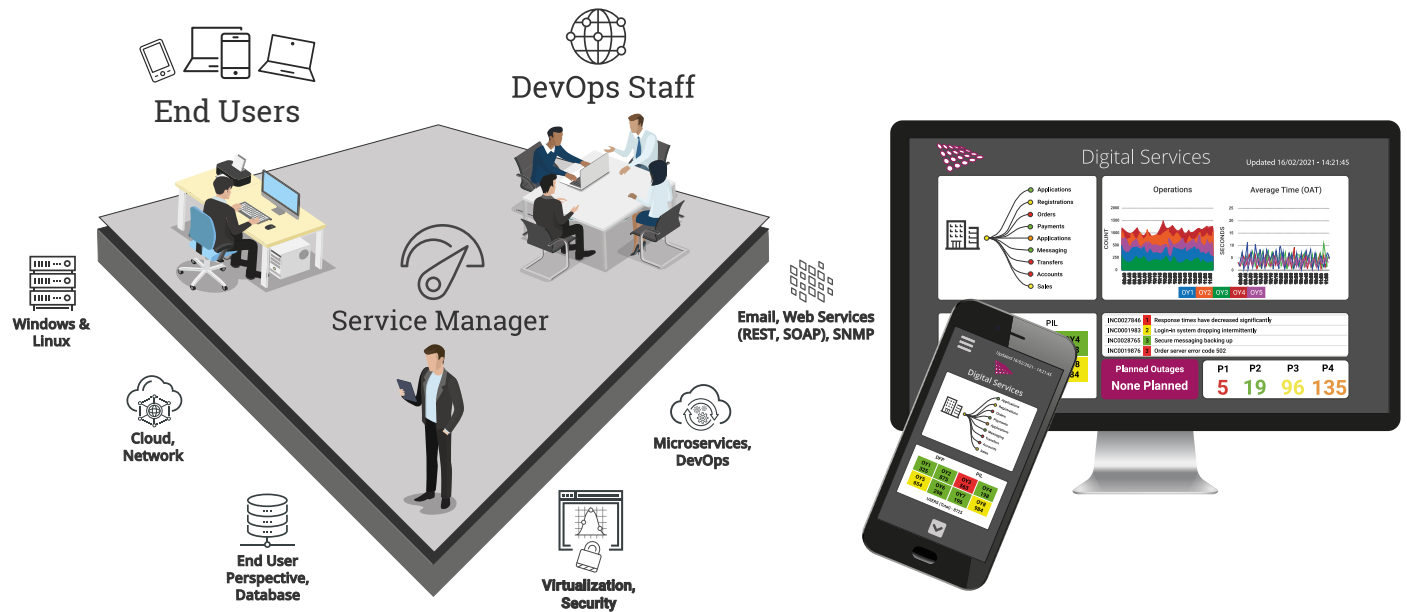
Overview

Interlink Software's AIOps platform helps IT teams to transform business efficiency and customer experience in agile, highly dynamic digital environments. Through a combination of machine learning and universal integration capability we dramatically reduce event noise, translating data and metrics from any source, any perspective into actionable insights. Interlink delivers single-pane-of-glass service health visualization – underpinned by IT to business dependency mapping, whilst unlocking opportunities to automate IT recovery actions.

We enhance the capability of IT teams to more efficiently predict and prevent outages before they impact on customers.

Hybrid IT Infrastructure Monitoring

Interlink's Hybrid IT Infrastructure Monitoring delivers the next generation of 'manager of managers'; end to end, single-pane-of-glass visibility of service health across complex hybrid cloud environments.

End Users

DevOps Staff

Service Manager

Windows & Linux

Cloud, Network

End User Perspective, Database

Virtualization, Security

Microservices, DevOps

Email, Web Services (REST, SOAP), SNMP

Dramatically improve visibility of the status of IT infrastructure components across your entire enterprise.

Drive operational efficiency - enable IT teams to clearly visualize the root cause of issues, proactively remediate faults in advance of business impact, avoiding costly downtime.

Capture and aggregate event data and metrics from the datacenter to the cloud	Gain the advantage of well-structured early warnings of service degradation, prioritized by criticality	Apply centralized, consistent event management - integrated with your existing IT operations management tools
Algorithmic event de-duplication and suppression - apply a Common Alert Format to all events regardless of source	Machine Learning driven grouping, weighting and fuzzy matching	Correlation from a business service, customer, application or monitoring perspectives
Automatically identify which group, or individual is responsible for resolving any given fault group routing across the entire alert lifecycle	Bidirectional Service Desk integration for automated incident escalation/de-escalation	Context sensitively drill-down to 3rd party diagnostic, application and network monitoring tool consoles

Incident Alert Management App

A user friendly, secure, enterprise grade app: bringing distributed DevOps teams and service owners together to resolve critical incidents from smartphones and tablets.

Where the expectations set by consumer apps embraces AIOps – available on Apple iOS and Android™.

Transform management, control and tracking of incident alert communications and collaboration across the entire incident life-cycle.

Drive efficiency, leverage the power of Interlink's Hybrid IT Infrastructure Monitoring and Service Visualization solutions – all in one handy app.

Bidirectional Service Desk integration; leverage your existing tool - ServiceNow, BMC Remedy, Jira, Ivanti and more

Flexible incident creation; auto-populate with incident information with the ability to annotate and enrich

Instant notifications; role-based delivery and routing of incidents to the right people

View service health; stay informed about incidents for the services you're responsible for

Assemble key stakeholders in a virtual 'service outage room'; get together to collaborate quickly, efficiently and consistently

Service Visualization; automatically link incidents to service models and dependency mapping information

Drill-down capability; get to the incident details and straight to the heart of the issue

Customizable, single-pane-of-glass incident views; filter by service, severity level, geographical and regional perspectives

Service Visualization

Visualize the health of your critical services from multiple perspectives, deliver actionable insights to IT Ops, service owners, business stakeholders, and beyond.

Transform your IT monitoring landscape

Move away from reactive, technical/component centered IT monitoring to a service based, proactive and predictive position. Deliver an accurate, holistic representation of service health - connecting technology state information to its relative impact on the business bottom line. Protect service availability, from the data centre to the cloud, in shared, virtualized environments; even at the speed of Agile/DevOps.

Single-pane-of-glass, real-time service availability views. Identify key business services at risk of failure at a glance

A dynamic, data driven approach, seamlessly integrated with your existing IT management tools

Automated Service Modelling - top-down service topology and dependency mapping approach

Drill down into underlying technical events – for rapid triage - reducing incident response times

Reduce the duration, frequency and impact of major incidents. Proactively remediate issues in advance of business impact

Easy to customize, web-based dashboards to support unique business and IT requirements

IT Workflow Automation

Automate recovery procedures, perform triage, cross-platform health checks, incident creation and updates, patching, system and application heartbeat monitoring.
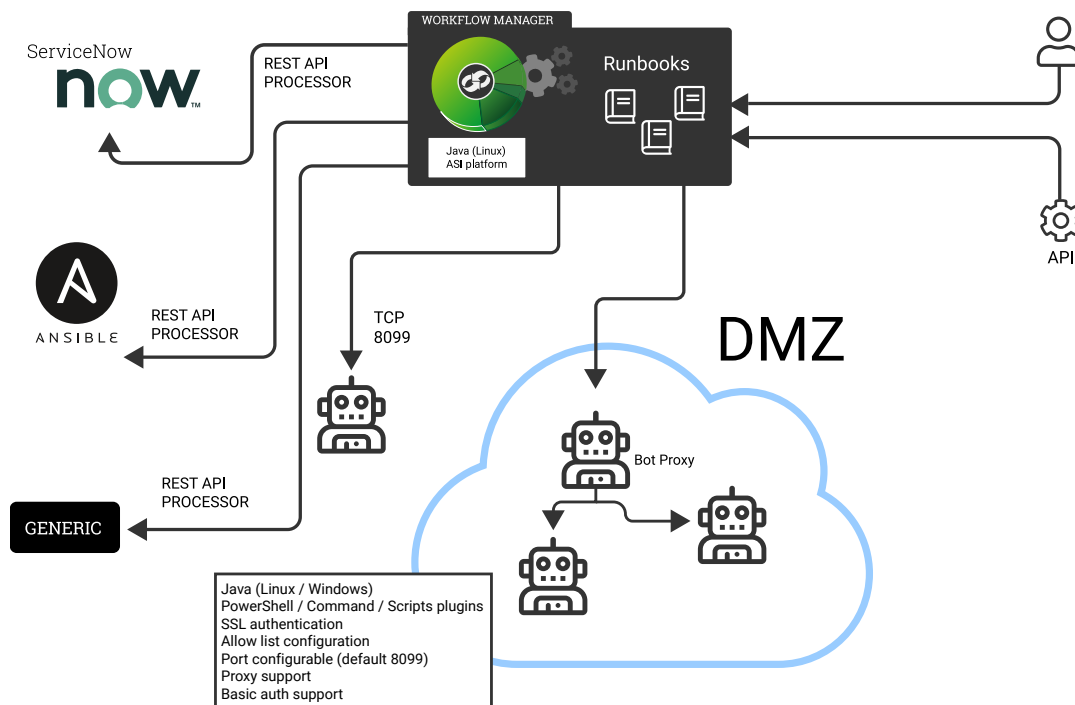
Invoke self-healing, IT workflow automation and remediation actions - in service-context.

Build and orchestrate reliable, intelligent and consistent workflow routines that transform the efficiency of your operational processes - ramp up your capability to protect service availability.

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Cross-platform automation - run system and critical services health-checks quickly, easily and consistently	Apply service-aware, policy-based workflow management	Clear, easy to navigate, step-by-step workflows
Provision systems with 3rd party tool integrations, including Ansible, Microsoft Orchestrator, Chef and PowerShell	Quick to build drag-and-drop workflows - without coding	Deliver to users on iOS/Android devices and HTML5 compliant browsers
Reduce costs, free up IT Ops staff for more creative, higher value tasks	Audit trail, reporting and analytics for continuous, iterative improvement to workflow efficiency	

IT Workflow Automation (cont'd)

Interlink's IT Workflow Automation solution allows IT Ops to execute
unattended or attended automation.
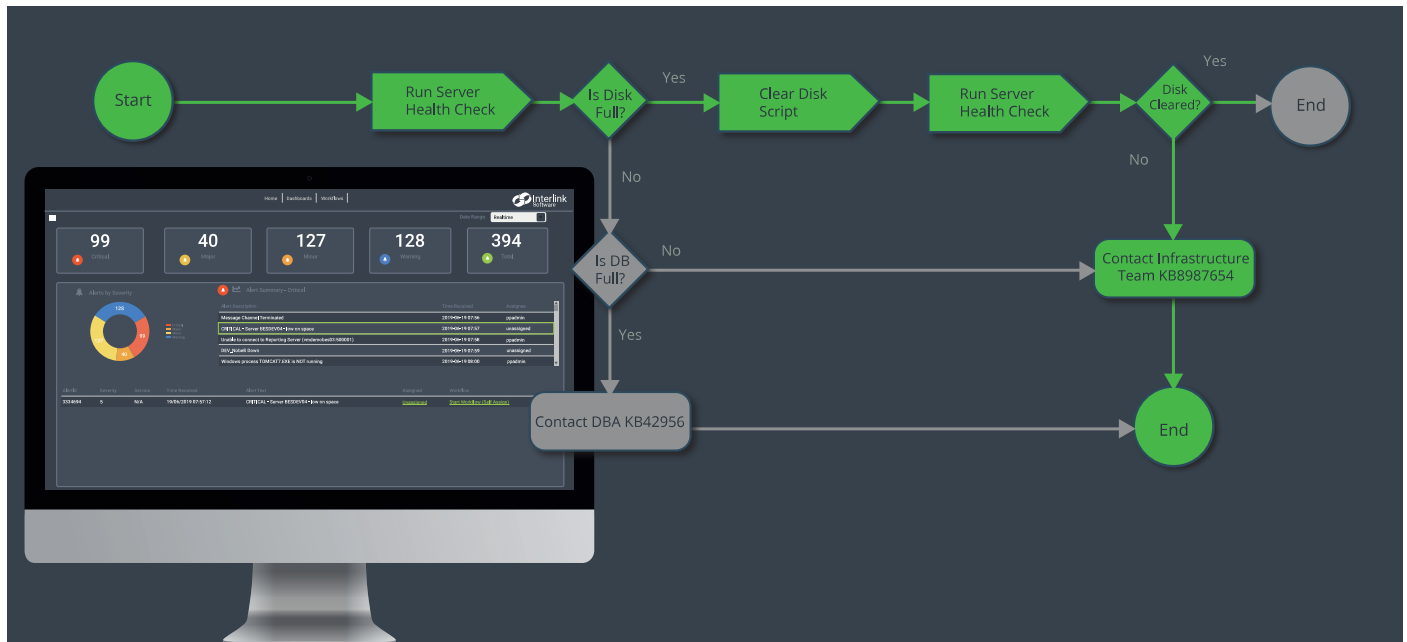
Unattended Bots work independently, under pre-defined conditions triggered automatically to
execute tasks - governed by pre-set logic and rules, authorized via allow list protocols.

Attended Bots 'collaborate' with IT Ops staff, taking up the heavy lifting work. Humans trigger the
orchestration of the required resources and tools to accomplish the most efficient path to incident
resolution.

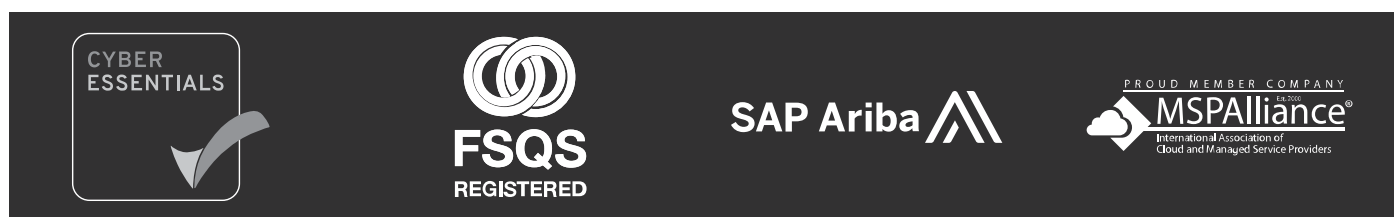|		
Bots for attended or unattended automation	Allow list processing	Security hardened
Leverage existing 3rd party tools & APIs	Centralized audit trail	Move away from reliance on tribal knowledge

Integrations
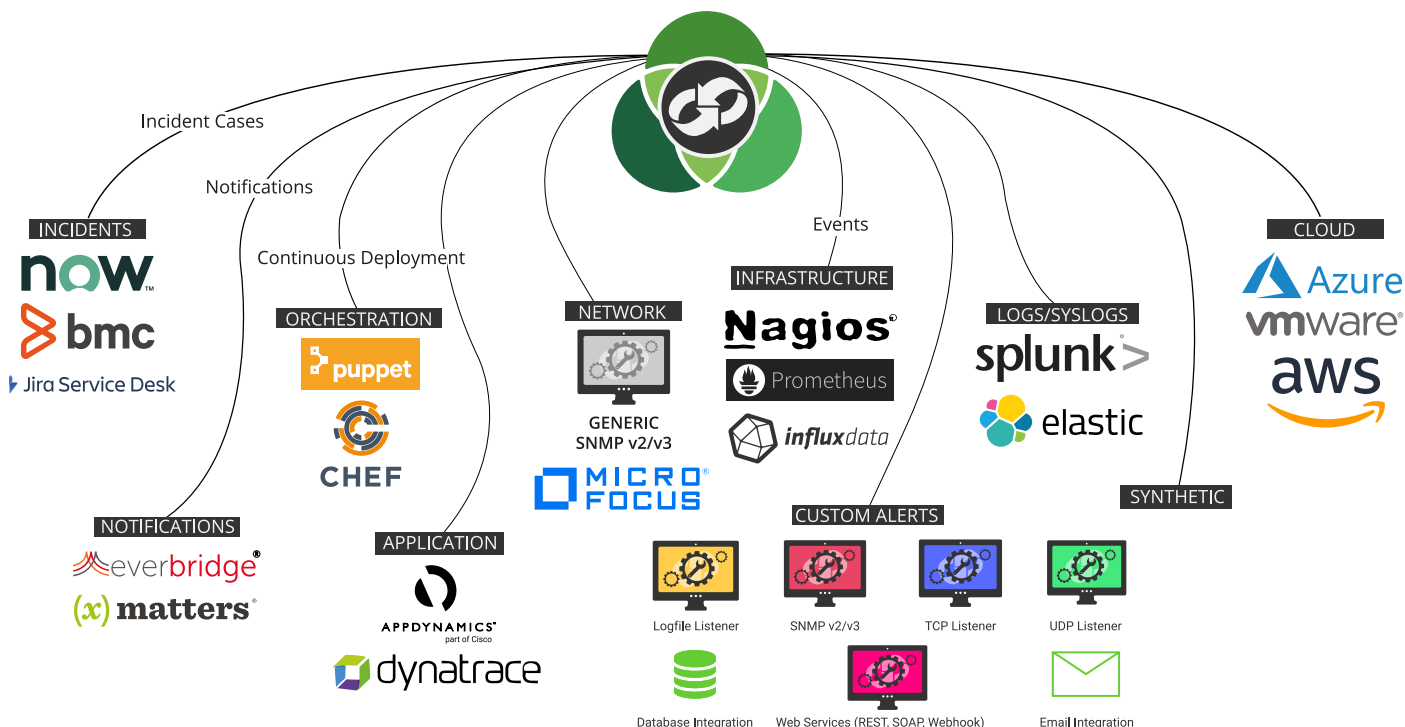
Interlink Software helps you to derive more value from your existing investment in tools, unlocking the transformative power of your data - across your entire toolchain, from the data center to the cloud.

With an ever-growing list of out-of-the-box integrations for all the most popular tools, we can integrate with practically anything with an 'electronic pulse' - extending across application, network, infrastructure, log, service desk and service management tools.

For legacy, in-house developed, open-source tools - easily integrate using Logfile Listener, SNMP v2/v3, TCP Listener, UDP Listener, Web Services (SOAP, REST, Webhook)

Accreditations