

Meet MARTINA

Putting AIOps innovation at the heart of your business

AIOps – CONTINUAL SERVICE IMPROVEMENT THROUGH FULL-STACK OBSERVABILITY AND ORCHESTRATION

We understand that the quality and reliability of the user experience is closely aligned to infrastructure performance. Xalient specialises in optimising this performance, with our core specialisation and purpose centred on connecting users and devices to applications and data, securely and efficiently.

We achieve this objective by studying the convergence of three vital domains: **identity**, **security**, and **networking**, understanding their inter-connectedness, and addressing the user journey across these domains using **Xalient's Zero Trust Framework**.



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Sherry Vaswani
CEO of Xalient



MARTINA

MANAGING THROUGH ARTIFICIAL INTELLIGENCE & ANALYTICS

MARTINA BENEFITS

- ✔ MARTINA identifies and diagnoses issues and potential threats often before customers or employees notice
- ✔ With MARTINA's ML capabilities, low-level issues are resolved automatically
- ✔ MARTINA provides an enhanced, high-performing network that keeps your business running efficiently and secure
- ✔ Give your IT team real-time visibility of performance across your network
- ✔ Fewer network outages, higher productivity, faster issue resolution, enhanced security, better customer and employee experiences and more efficient use of your valuable IT resources.

OBSERVING INFRASTRUCTURE PERFORMANCE HOLISTICALLY TO EXTRAPOLATE THE OVERALL QUALITY AND RELIABILITY OF USER EXPERIENCE AND DRIVE IMPROVEMENTS

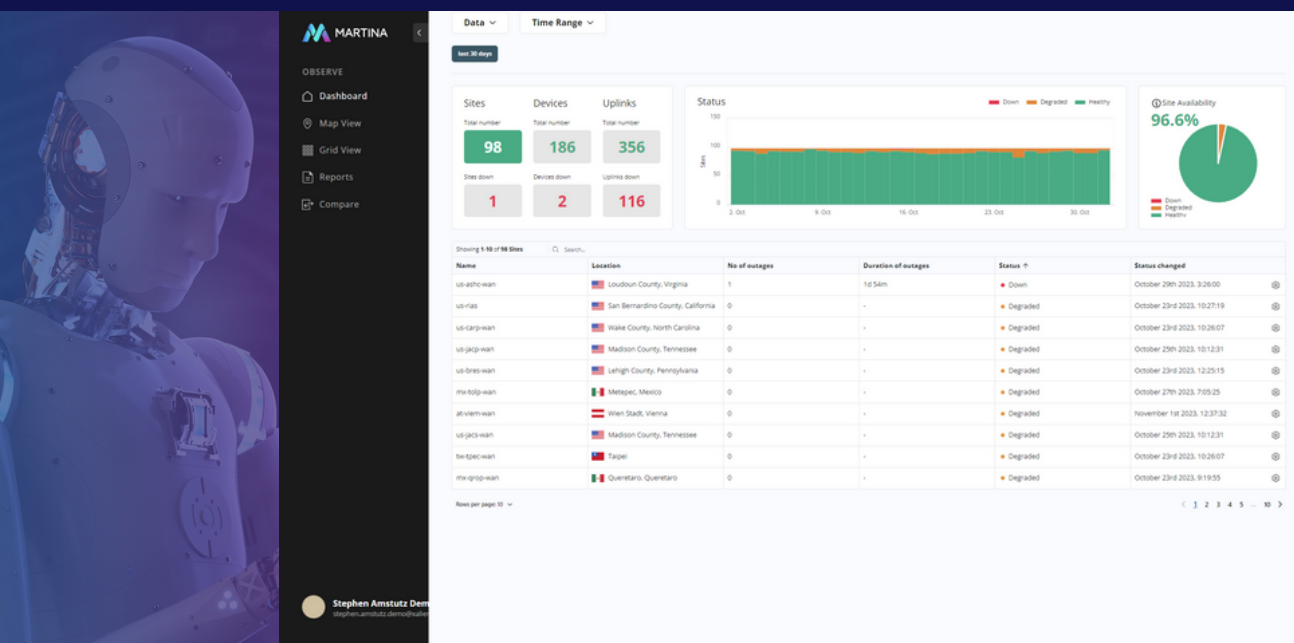
MARTINA, Xalient's unique AIOps platform, receives telemetry from multiple sources, correlates the data and then collects additional context from each component to provide observability across the entire infrastructure. This holistic view allows Martina to continuously optimise each component based on the feedback provided by understanding the performance of the entire infrastructure.

MARTINA is available either stand-alone or as part of a Xalient Managed Service and is offered in three tiers:

MARTINA Observe: the basis of the observability platform is designed to cut through the noise of alerts and log entries by correlating, and generating deduplicated, actionable insights.

MARTINA Predict: extends the ability to proactively detect issues by learning usual behaviour and spotting anomalies in real-time.

MARTINA Resolve: adds orchestration providing assisted remediation and resolution functionality through the implementation of automated playbooks.



MARTINA Features



	MARTINA Observe	MARTINA Predict	MARTINA Resolve
	What is seen?	What is understood?	What action to take?
Real-time User Experience Monitoring	✔	✔	✔
Location-Centric Status Indicators	✔	✔	✔
Customisable Notifications and Alerts	✔	✔	✔
Scalable and Flexible Architecture	✔	✔	✔
ITSM (IT service management) Integration	✔	✔	✔
Advanced Network Performance Metrics		✔	✔
Enhanced Context Gathering		✔	✔
Behavioural Analysis and Forecasting		✔	✔
Real-time Anomaly Detection		✔	✔
Seasonal Pattern and Trend Recognition		✔	✔
Traces for Issue Localisation			✔
Logs for Identifying Causes			✔
Automated Root Cause Analysis			✔
Enhanced Network Troubleshooting			✔
Self-service or automated remediation and resolution			✔

MARTINA Observe Features



REAL-TIME USER EXPERIENCE MONITORING

MARTINA Observe continuously evaluates the performance and availability of devices in each location, providing a visual representation of the overall user experience. This allows administrators to quickly identify and address any potential issues to maintain a high-quality experience for end-users.

LOCATION-CENTRIC STATUS INDICATORS

MARTINA Observe employs a simple, colour-coded system to represent the user experience in each location:

- **Green:** All devices within the location are fully operational, ensuring an optimal user experience.
- **Amber:** One or more devices has failed or is degraded, but a backup device or route is functioning, maintaining a satisfactory user experience.
- **Red:** The location has no functioning devices, and the user experience has been disrupted.

CUSTOMISABLE NOTIFICATIONS AND ALERTS

Administrators can configure MARTINA Observe to send notifications or alerts based on user experience indicators. This ensures that any issues are promptly identified and addressed, enabling a proactive approach to network management.

SCALABLE AND FLEXIBLE ARCHITECTURE

MARTINA Observe's modular design allows for easy expansion and adaptation to accommodate growing networks and changing requirements. This ensures that MARTINA Observe remains a valuable asset as your organisation's network infrastructure evolves.

IT SERVICE MANAGEMENT (ITSM) INTEGRATION

MARTINA Observe offers out-of-the-box integration with popular ITSM platforms, enabling efficient incident management, streamlined communication between teams, and improved overall network operations. This integration allows for faster response times and more effective issue resolution.

MARTINA Predict Features



ADVANCED NETWORK PERFORMANCE METRICS

MARTINA Predict collects granular statistics from network devices, such as utilisation, latency, packet loss, and jitter, to build a comprehensive understanding of the user experience in each location.

ENHANCED CONTEXT GATHERING

MARTINA Predict gathers additional contextual information, such as device configuration & state, active flows, and network topology, to provide a more accurate and in-depth understanding of network performance and behaviour. This enriched context allows for more precise predictions and targeted issue resolution.

BEHAVIOURAL ANALYSIS AND FORECASTING

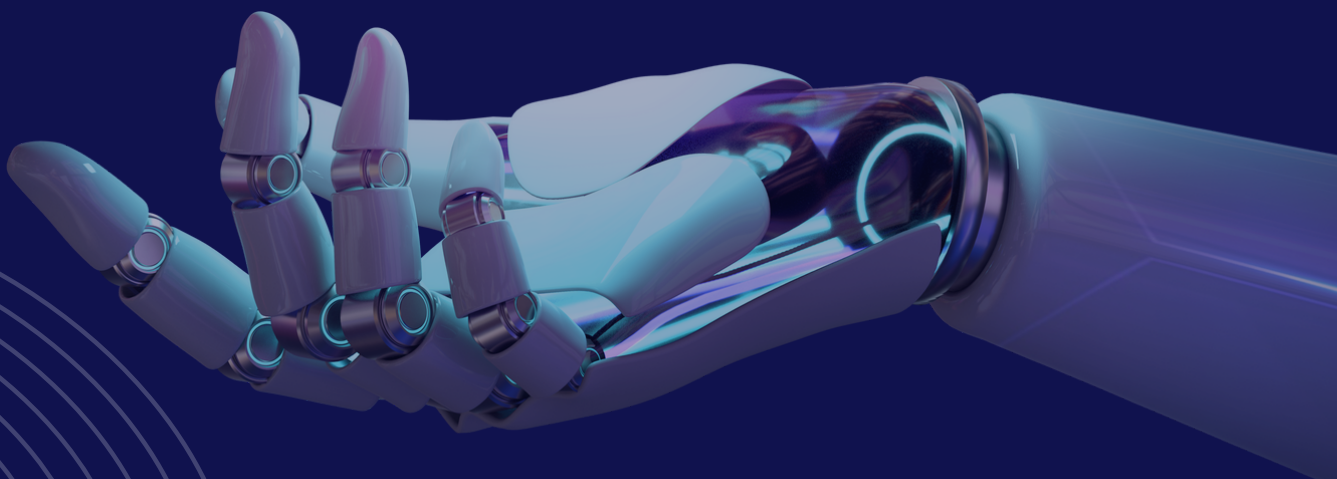
MARTINA Predict employs machine-learning algorithms to analyse historical network performance data, enabling the system to forecast the likely future values of key performance metrics. This predictive capability allows for proactive network management and pre-emptive issue resolution.

REAL-TIME ANOMALY DETECTION

By continuously monitoring network performance, MARTINA Predict can identify anomalies in real-time, alerting administrators to potential issues before they escalate and negatively impact the user experience.

SEASONAL PATTERN AND TREND RECOGNITION

MARTINA Predict is designed to recognise seasonal patterns and trends in network performance, allowing for informed decision-making when it comes to network maintenance, resource allocation, and infrastructure upgrades.



MARTINA Resolve Features



TRACES FOR ISSUE LOCALISATION

MARTINA Resolve employs trace-based statistics to pinpoint the location of network issues, making it easier for administrators to focus their troubleshooting efforts.

LOGS FOR IDENTIFYING CAUSES

By incorporating log data, MARTINA Resolve helps administrators identify the root causes of network issues, enabling them to implement effective, targeted resolutions.

AUTOMATED ROOT CAUSE ANALYSIS

MARTINA Resolve uses advanced algorithms to correlate metrics, traces, and logs, automatically performing root cause analysis to streamline the troubleshooting process.

ENHANCED NETWORK TROUBLESHOOTING

By integrating data from multiple sources and automating root cause analysis, MARTINA Resolve significantly reduces the time and effort required to resolve network issues, ensuring a consistently high-quality user experience.

SELF-SERVICE OR FULLY AUTOMATED REMEDIATION AND RESOLUTION:

MARTINA Resolve utilises predefined playbooks to orchestrate remediation and resolution activities initiated either through a suggested self-service path or fully automated.



The MARTINA Architecture



MARTINA CONSISTS OF:

- ✓ An on-premises collector which makes API calls and collects data from local and cloud infrastructure
- ✓ A database (in the Xalient cloud) that stores the collected statistical and contextual data from multiple sources
- ✓ An AIOps engine (in the Xalient cloud) that builds models based on historical data
- ✓ A backend (in the Xalient cloud) that analyses data in real-time
- ✓ A portal (in the Xalient cloud) displaying visual status dashboards

Xalient is an independent, 'born in the cloud' consulting and managed services organisation focused on secure WAN transformation and SASE services. Xalient delivers disruptive and transformative technologies and services to large enterprises across the globe.

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