

AI and intelligent monitoring: Eng and IBM for a new approach to enterprise operations

Anticipate anomalies, speed up critical decisions, and protect operational continuity and revenue. With Extra Red, part of the Engineering Group, and IBM technologies, a new management model emerges: faster, predictive, and more informed.

The growing complexity of IT systems and the heterogeneity of architectures (on-premise, cloud, and hybrid) make it increasingly difficult to predict incidents and respond in a timely manner. Organizations need a unified view across infrastructure, applications, and business processes, and they want to understand their impact in real time. **This is why solutions are required that go beyond simply detecting events, capable of interpreting them, anticipating them, and guiding operational decision-making.**

Key insights

+70%

of Italian companies aim to use AI to detect anomalies in real time by identifying abnormal patterns.

+60%

of business use cases use AI to detect emerging attacks and zero-day threats, shifting from reactive to predictive.

1 in 2 companies

uses AI to rapidly correlate data and anticipate incident evolution.

SOURCE: STATISTA

Monitoring & Intelligence for Next-gen Decisions” solutions, powered by **IBM watsonx** and the **IBM Automation Platform**, turn observability into guided decision-making: AI anticipates anomalies, correlates data, and recommends the most effective remediations.

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From control to operational intelligence with an AI-powered assistant.

A virtual assistant that anticipates, prioritizes, and accelerates.

STEP 01

LIFE CYCLE
Continuous asset governance with centralized management of patches, certificates, licenses, and scheduled maintenance activities.

STEP 02

OBSERVABILITY
Automated 24/7 data collection and analysis, instant event correlation, and the ability to predict anomalies before they impact service.

STEP 03

RESOLUTION STRATEGY
An evolving knowledge base that fuels AI-driven remediation recommendations, accelerating diagnosis and response.

STEP 04

INCIDENT MANAGEMENT
It manages incidents intelligently: automatically groups related cases, generates the necessary tickets, and initiates proactive resolution powered by the knowledge base.

+ COMMUNICATION
+ PREDICTION
+ CORRELATION
+ AUTOMATION

Anticipate

Predictive event management, delivering a 20% reduction in tickets through proactive alerting and early anomaly forecasting.

Prioritize

Automatic correlation of data and events through Machine Learning, achieving a 60% reduction in noise and enabling faster, more accurate Root Cause Analysis.

Accelerate

Intelligent alert routing cuts intake times by up to 5x by automating initial actions and ensuring faster responses.

THE REPORTED KPIS ARE BASED ON REAL PROJECTS; RESULTS MAY VARY DEPENDING ON THE SPECIFIC CONTEXT.

Our Approach



With Extra Red, Eng brings specialized expertise to enable modern, scalable, and data-driven Monitoring & Intelligence platforms, combining **advanced monitoring, predictive capabilities, intelligent automation**, and a **multichannel conversational layer** for natural language interaction.

The solutions correlate heterogeneous data in real time, anticipate critical issues, and support fast decision-making, ensuring operational continuity.

CONTACT US TO LEARN MORE

Our Partnership



IBM and Eng combine enterprise infrastructures, generative AI, and advanced automation to deliver an evolved, modular, and cloud-agnostic operating model. Designed for complex hybrid multi-cloud environments, the approach ensures scalability, security, and predictive capabilities across the entire operational lifecycle.

- ⊕ Enterprise-grade generative AI
- ⊕ End-to-end automation
- ⊕ Flexible hybrid cloud
- ⊕ Scalability without lock-in