AIFIX - PRODUCT DESCRIPTION DOCUMENT

Contents

Overview of the product:

Cascnet's Infrastructure Automation Product – AifiX concentrates deeply on improving the productivity and operational efficiency of the Standard Operating Environment by automatically resolving the issues that may occur in the EndPoints (Laptops & Desktops).

AifiX monitors the EndPoints' performance and proactively identifies the plausible issues. AifiX's automation module uses proactive healing technology to identify and troubleshoot the issues before they cause downtime. The Product uses traits of AI (Artificial Intelligence) to identify any underlying issue in the EndPoint Infrastructure.

The product is purely an on-premise setup and hence, EndPoints' data is kept internally.

Features:

1. EndPoint Agent:
The Agent will be installed in every EndPoints and it is responsible for monitoring the performance and acquiring the system logs.

- *EndPoint Health Monitoring*

  o The Agent will record the system state on an hourly basis and it will send this information to the Server for analysis. The collected information is utilized by the server for daily analysis and a report is generated.
    - Following are the data that is collected from the EndPoints and sent to the Server:
      ➢ System State of the EndPoints
      ➢ Identified issues and resolution provided
      ➢ Uptime and Downtime of the EndPoints
      ➢ Number of restarts (EndPoint / User generated)
      ➢ Issues resolvable by IT Technicians
      ➢ Custom data points and reports can be added as per the customer requirement

- *Proactive issue recognition & troubleshooting*

  o Realtime issues are monitored and if any data point is breaching the threshold, troubleshooting is initiated. Server will also be doing pattern analysis apart from the real-time issues monitoring.

- *EndPoint error notification to EndPoints Administrator*

  o Unknown issues as per the issues library are notified to the IT Dept for their awareness and action
  o IT Dept. may send the Unknown Issues Report to Cascnet's development team for addition to the KEDB Library

2. AifiX Reporting Console:

This is the reporting portal for AifiX Admin Console. This portal would contain the daily dashboard and individual EndPoint health reports.

- ***Dashboard for EndPoint Health***

    o   Daily Dashboard
    - Application health
    - Individual EndPoints health
    - Average health of EndPoints
    - Capture EndPoints' data for predictive analysis
        - ➢ Determines the recommendations of any upgrade, suggestions and warnings
    - EndPoint configuration monitoring and proactive upgrade notification
        - ➢ Hardware upgrade recommendations

    - Analytics for EndPoints groups' health
    - Analytics for the issues that were resolved per EndPoints

3. AifiX Management Console:

This is the management portal for AifiX Admin Console. This portal would contain all the management options for EndPoints.

- ***Manage EndPoints remotely***

    o   Remote Shutdown / restart
    o   Push individual solutions to each EndPoints
    o   Manage EndPoints configuration remotely
    o   Manage Applications remotely (Optional)

4. Service Management Ticketing Tool Integration (Optional)

The tool can integrate with various ticketing tools. All the issues that is resolved by AifiX would be logged as a ticket and closed automatically.

Advantages:

- ✓ Efforts required by the IT technician is reduced

- ✓ One-point view of the EndPoints health

- ✓ Single console for EndPoints analytics and management

- ✓ On-premise operation for data protection

- ✓ Reduced downtime due to proactive monitoring and troubleshooting

- ✓ Reduced operational cost for application licensing due to proactive application usage monitoring

- ✓ Increased EndPoints lifespan due to proactive maintenance

- ✓ Overall increase in EndPoints performance

- ✓ Overall reduction in incidents in the operating environment