# Unlock fast, reliable IT incident management with automation

*"Automation of IT processes is central to AnyWeb so that customers can make their IT more efficient and secure. Red Hat Ansible's standardized framework offers the best technical, operational, and commercial solution in our network and security automation projects."*

—
**Boris Morosoli**
CEO, Anyweb

**Discover how automating IT incident management with Event-Driven Ansible improves response time, boosts operational efficiency, reduces manual errors, and frees up resources.**

**Anyweb AG helps IT operations teams transform inefficient, manual incident management and slow response times to streamlined, automated incident resolution that improves operational efficiency by using Event-Driven Ansible (EDA).**

## Delivering reliable IT incident management in complex IT environments

Organizations with diverse IT infrastructure and interconnected systems often struggle with maintaining visibility and control over all IT assets, which contributes to frequent IT incidents. Managing incidents and changes becomes increasingly challenging as the scale and complexity of the infrastructure grows, leading to slower response times and a higher risk of errors. Resource constraints increase the issue, as limited IT staff need to handle an overwhelming volume of tasks, often relying on manual processes that are time-consuming and prone to mistakes.

To address this, organizations are turning to automated processes that help IT teams monitor and manage incidents more effectively, with the aim of improving operational efficiency and service quality.

## Enhance incident response and remediation with Event-Driven Ansible

Anyweb AG's solution uses the features of Event-Driven Ansible to address the challenge of lengthy incident resolution times by automating the initial analysis and troubleshooting process, which significantly reduces the time spent on tickets.

By quickly collecting relevant data and even resolving certain issues automatically, the solution enables faster ticket closure, improving operational efficiency and allowing support teams to focus on more complex problems. Additionally, it enhances service quality by providing consistent, data-driven responses.

Built on the Event-Driven Ansible (EDA) framework and seamlessly aligned with Red Hat Ansible Automation Platform's robust, scalable automation capabilities, the solution is designed to automate the incident management process across different levels of IT support and drive efficiency in IT operations via:

### Automation triggered by specific events

At Level 1, EDA automatically monitors new tickets, collects troubleshooting data, and appends it to the ticket, providing first-level support with a clearer understanding of the issue and valuable insights.

### Advanced features for sophisticated automation

At Level 2, EDA goes a step further by taking proactive steps to resolve identified issues, providing feedback on the problems found and the solutions applied.

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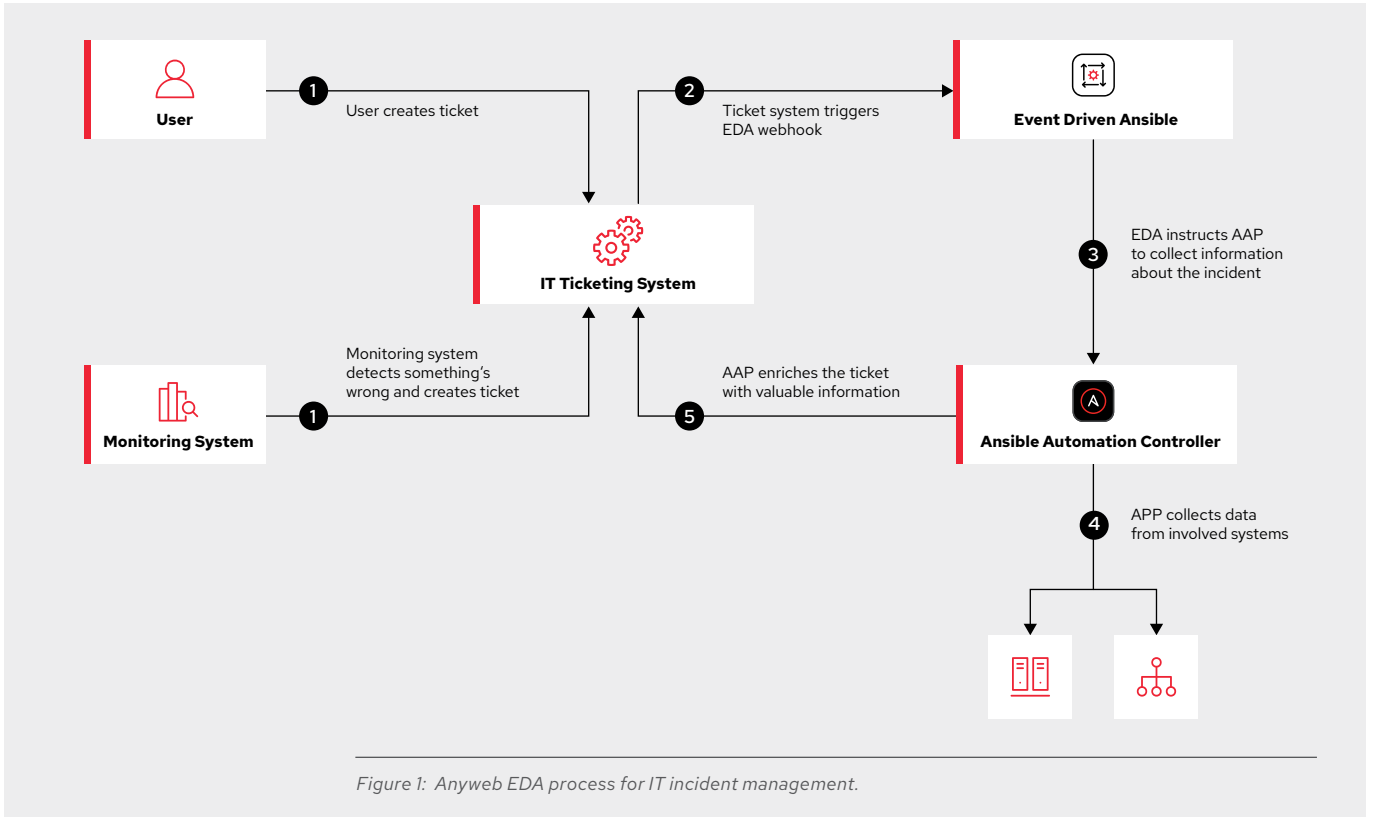in  linkedin.com/company/red-hat

Figure 1: Anyweb EDA process for IT incident management.

## Responsive IT incident management with automated decision making

Anyweb's solution is fully integrated with Red Hat Ansible Automation Platform, allowing for seamless automation workflows. This integration ensures that the solution can be tailored to meet the specific needs of diverse IT infrastructures, enhancing operational efficiency, and reducing incident resolution times. Here are examples of the benefits experienced by an Anyweb customer that deployed the solution:

### Level 1: Automated incident triage and data collection

Prior to deploying Anyweb's solution, the customer's incident tickets were manually assessed, with support teams spending significant time gathering and analyzing troubleshooting data. This often led to delays in ticket resolution and inconsistent information.

Now the solution automatically monitors and collects relevant data for new incident tickets, enriching them with detailed insights. This streamlined the initial assessment process, reducing the time spent on ticket triage by 40%. In addition the solution resulted in a 30% reduction in average resolution time for first-level support tickets.

### Level 2: Proactive issue resolution

The customer was experiencing common, recurring issues that often went unresolved until they impacted users, which led to increased downtime and operational disruptions.

Now the Anyweb solution proactively identifies and resolves issues before they escalate, applying predefined solutions based on automated analysis. This approach reduced the number of high-priority incidents by 35%, plus there was a 25% decrease in the number of critical incidents impacting end-users.

## Boost IT incident management speed and responsiveness with EDA

Anyweb's solutions align with Red Hat's best practices, providing customers with robust, scalable, and secure automation capabilities.

Anyweb can help you use event-driven automation to work smarter and deliver IT incident management with precision. We can help you begin by using it to enhance tickets, then progress to completing simple remediation steps or creating notifications when certain conditions are present in your environment.

Contact the team via email or call +41 58 219 11 11

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