

Predict and prevent

Major incidents have a direct impact on a business's bottom line and reputation. Dexda's predictive insights enable our customers to get one step ahead of the next incident and prevent service impact.

Dexda's automated fault prediction helps businesses to:

Experience fewer major incidents – through understanding the order in which things fail, at the onset of an issue, Dexda provides valuable heads up time to attempt resolution.

Prioritise resource – Dexda uses historical fact to predict how quickly an issue will develop, enabling you to better plan for imminent or longer track problems.

Shorten MTTR – in addition to predicting how an issue may develop, causal inference enables quick root cause diagnosis.

Increase detection opportunities – events that signify the onset of an issue are often rare and under the operations radar. Dexda identifies and then tracks

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these low probability events in real time across thousands of different failure scenarios to proactively manage your business.

Dexda uses its database of events to train a machine

learning model that encapsulates how your technology behaves when it fails. At the heart of this learning is a powerful classification engine that automatically groups together similar events using abstraction techniques and

then hunts down causal relationships between the different categories. In modelling failures in their abstract form, Dexda ensures its models do not need to have observed every single mode of failure in order to then detect and predict their occurrence.

Probabilistic and statistical techniques are applied to the causal model to further understand the probability of a discovered relationship progressing as well as computing a seasonal model to predict its likely duration.

Fault prediction features:

Identification – of causal relationships across different data sources ensures failures in distributed or dependent systems can be connected.

Real-time tacking – for failure paths with probability and duration-based prediction of next events in sequence.

Seasonal models – for path progression ensure accurate duration predictions for different configuration items.

State based tracking – causal paths are associated with their corresponding clearance events to ensure stateful closure of insight records and any associated workflow such as incident tickets.

Turn chaos into calm – Dexda's powerful data integrations enable businesses to easily ingest and normalise event data across a whole host of sources.