

## Nominee: Loom Systems

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### Nomination title: Leading the way in AI operational analytics

Loom Systems was founded in 2015 and has been active in the EMEA market since its launch in February 2017. The startup has created an AI-powered log analysis platform that automates the skill-intensive tasks associated with preparing data for analysis while simplifying implementation and speeding time to value. The platform provides real-time analysis of the entire IT production environment, detecting and addressing issues simultaneously. It notifies IT and DevOps teams of meaningful issues in their environment with the full context needed for troubleshooting, including the actual root-cause of the issue and recommended resolutions from Loom's proprietary knowledge base (TriKB™).

Loom Systems has been recognised by Gartner and selected as a “Cool Vendor” in performance analysis. In addition, Loom Systems features very positively in a Gartner’s latest ‘Market Guide for AIOps Platforms’.

Loom Systems’ solution is suitable for businesses in all industries ranging from finance and telecommunication to cloud providers. The platform enables customers to apply AI and automation in order to proactively and easily solve potential problems, and therefore create savings and efficiencies within the DevOps and IT departments which results in value for the entire business.

A recent customer story is SoftBank Corp., a multinational telecommunications and Internet corporation that has a highly complex system with a large volume of data. The organisation struggled to monitor this data to detect, predict and resolve issues. Softbank tested Loom Systems for two key benefits: the aggregation all data in one location to firstly automate the ability to recognise abnormal behaviour within the IT environment and to secondly find the necessary correlations in real time. Softbank believes that automation of operations will play a fundamental role in its future success and expects Loom Systems to be a core part of its strategy to accomplish that success.

Another success story is Clal Insurance. The insurance company required a new platform that could track and detect issues in real-time and allow the IT team to deal with issues proactively rather than reactively. The company needed a system that could effectively deal with its complex IT environment consisting of thousands of working-stations, and hundreds of thousands of servers with a mix of in-house applications and third party tools, which are distributed across different environments and geo-locations. Loom Systems met all Clal Insurance’s needs and allowed the

company to dramatically speed up application response times, providing both customers and employees with a much improved user experience. Using Loom's automated root-cause analysis algorithms and correlation engine, Clal Insurance was able to reduce its mean time to resolution by 67% and received an annual ROI of \$765,433.

### **Why nominee should win**

- 1. AI operational analytics is expected to become mainstream over the next few years and Loom Systems is leading the way.**
- 2. The Solution provide its users with actionable insight the is coupled the specific issue for fast resolution.**
- 3. Loom Systems delivers the only AI-powered monitoring system that does not require prior mathematical knowledge from the user, enabling companies to maintain their existing staff.**
- 4. The AIOps platform provides full visibility into the IT environment enables Loom System's customers to take a proactive approach to problems, including security concerns, which is of significant business value.**
- 5. Loom Systems was named Cool Vendor by Gartner in recognition of how the startup is bringing advanced analytics and enhanced scalability to the availability and performance management market.**