Motadata AIOps

Accelerate ITOps through Observability

Deep Visibility
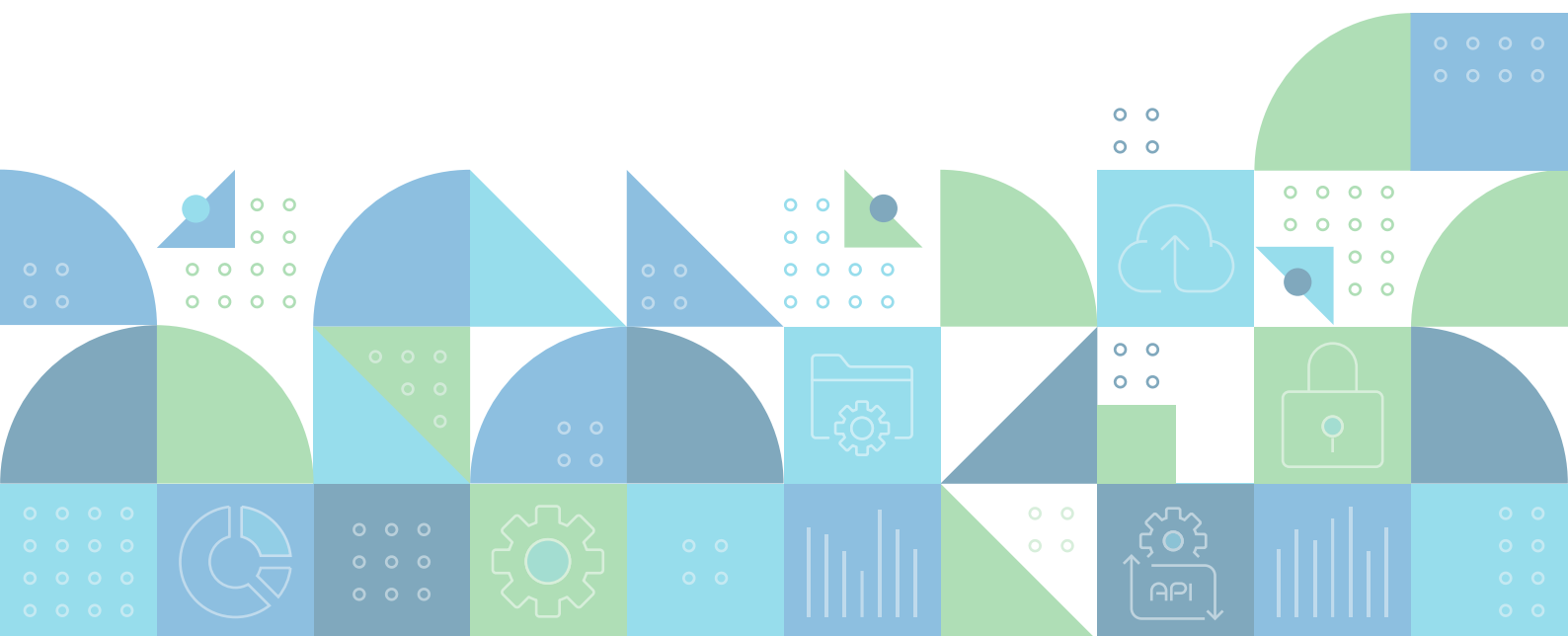
Into on-prem and cloud Infrastructure performance

1 Platform for **ALL**   **1** Agent for **ALL**   **1** Console for **ALL**   **1** Data Lake for **ALL**

Motadata AIOps is a platform for enterprises to enable their IT teams with context to prevent service disruptions in complex, modern IT environments. Unify data-collection, full-stack monitoring and remediation by ingesting metrics, dependency data, events, traffic & logs data. Gain visibility into network components across all cloud and on-premises systems to immediately alert, isolate and resolve any network issue before it affects IT service delivery.

Mota Agent

Agent-based data collection with granularity as low as 1 sec

Mota Mapper

Run-time dependency scanning for Topology, correlation & RCA

Mota Store

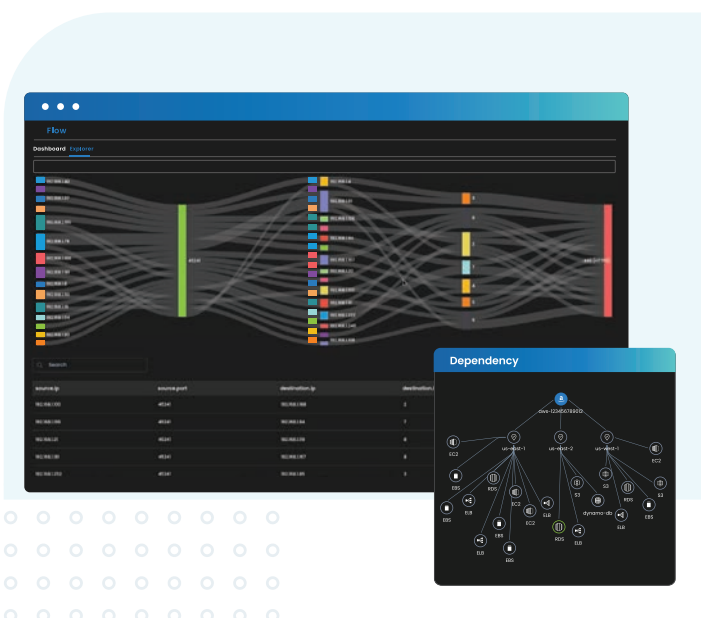Index-less, Type-less, and Schema-less Datastore

Mota AI

AI/ML-powered anomaly detection and forecasting for capacity planning

Motadata AIOps - Network Observability

Motadata's Network Observability provides complete visibility into an organization's network through continuous data collection and AI-driven correlation. It processes a wide range of data collected from cloud networks & services, SD-WAN, hybrid networks, and many more. Monitor across on-prem and cloud infrastructure and isolate events from logs, metrics, traffic, and streaming data for enhanced observability.

Key Features

- **Monitor** metrics, traffic, streaming
- **Baselining** on KPIs and traffic data
- Automated network **topology mapping** and analysis
- In-depth **Dependency** data mapping
- **AI-driven** Correlation
- Built-in **Anomaly** detection and forecasting
- Quicker **RCA** with cross-domain correlation
- Built-in **Automation** runbook engine
- Extend capabilities with custom **Plugins**
- **Intelligent** Alerting
- **Threat Feed** Integration
- **SSH utility** for quick troubleshooting
- Ensure network compliance with **NCM**
- Streamlined updates with **Firmware Upgrade**
- Analyze network traffic with **flow monitoring**

Motadata AIOps - Infrastructure Monitoring

A unified platform for monitoring, log indexing, visualizing, and alerting events across a hybrid infrastructure. It enables IT leaders to deliver business outcomes through data-driven decisions. Our broad coverage, simplified deployment, and easy-to-use interface help the IT and DevOps teams to troubleshoot on-prem and cloud infra issues more effectively.

Key Features

- **Agent-based** and **Agent-less** monitoring
- Broad monitoring coverage including **public cloud**
- **One agent** for metrics, packets, logs data
- Dependency mapping & **correlation**
- Intelligent alerting powered by **AI**
- **Anomaly** detection and baselining of data
- Out-of-the-box **dashboard**, templates & reports
- Scale to **billions** of metrics
- **Dynamic** report builder
- Optimize resources with **capacity planning reports**
- Granular monitoring with **metric explorer**
- Unified **wide stack coverage** across servers, apps
- **Runbook automation** with AI-driven workflows
- Minimize noise with intelligent **co-related alerting**

Motadata AIOps - Log Analytics

Collect, analyze, monitor, and visualize the log data for rapid investigation, troubleshooting, and higher-level analytics with Motadata Log Analytics. Its collection methods unify logs, metrics, and streaming data for a centralized view. As logs are forwarded, Motadata clusters the received log data in real-time and intelligently surfaces trends in log activity.

Key Features

- AI based alerting to detect **anomaly** on log patterns
- **Agent-based** and **Agent-less** log collection
- Secured **Log Archiving** for compliance audits
- Log pattern analytics across **millions of logs**
- Search, filter, and analyze logs **on the fly**
- Log **live trail** to access any log in **real-time**
- **Dynamic** log parsers to enrich logs
- **Auto-parsing** for network, infra, cloud and JSON logs
- **Custom** log parsing apps support
- **Dynamic** log parsing & indexing
- Log collection and **processing**
- Seamless **log forwading** for real time analysis

AIOps
Context + Visibility

BENEFITS

- Get context from all events across network
- Complete visibility across your IT stack
- Modern metrics, logs & traffic analytics
- Rapid investigation & troubleshooting
- Scale fast with confidence

45% Reduction in **MTTD and MTTR**

38% Cost savings compared **to siloed tool**

25% Increase in operational **efficiency**

About Company

Mindarray Systems Pvt. Ltd. is a global IT product company that offers IT operation management solutions under the brand name Motadata consisting of Motadata AIOps and Motadata ServiceOps Platforms, which are built on a Deep Learning Framework for IT Operation (DFIT™) to increase efficiency and reduced the operational cost.

Motadata solutions utilize AI and ML to automatically correlate the metric, flows, logs, and events and turn them into actionable insights to reduce downtime and deliver true value to the investment.
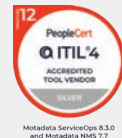
Recognitions & Certifications:

Gartner

IDC Analyze the Future

Deloitte.

CIS Center for Internet Security®

GDPR

AICPA SOC aicpa.org/soc4so SOC for Service Organisations Service Organizations™

ISO 27001 Information Security Management Certified

PeopleCert Q **ITIL'4** ACCREDITED TOOL VENDOR SILVER | 12
Motadata ServiceOps 8.3.0 and Motadata NMS 7.7

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kotak Securities

MHRD Ministry of Human Resource Development Government of India

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airtel

WESTERN INTERNATIONAL GROUP

CBC

Bank Sulselbar

JUBILANT FoodWorks

KOPETRO

Keep in touch

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Motadata ServiceOps

Drive IT Through Innovation

IT Service Management

Rapidly adapt changes across People, Process, and Technology

AI Service Desk to elevate internal service delivery experience

Create catalog, track & maintain assets with **Native Remote Asset Management**

Automate updates for OS, software, drivers to mitigate security risks & vulnerabilities

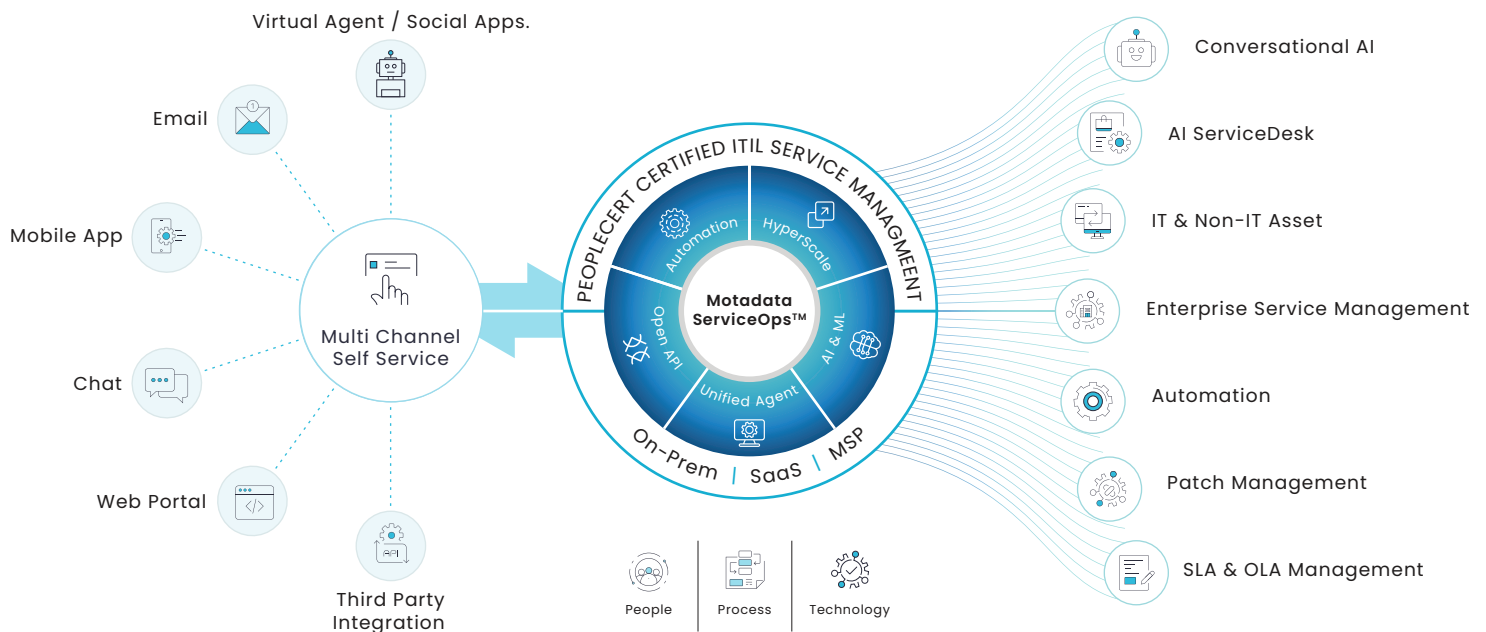Reduce ticket volumes & improve technicians' productivity with **Conversational AI**

Service Desk | Patch Manager | Asset Manager

On-prem | SaaS | MSP
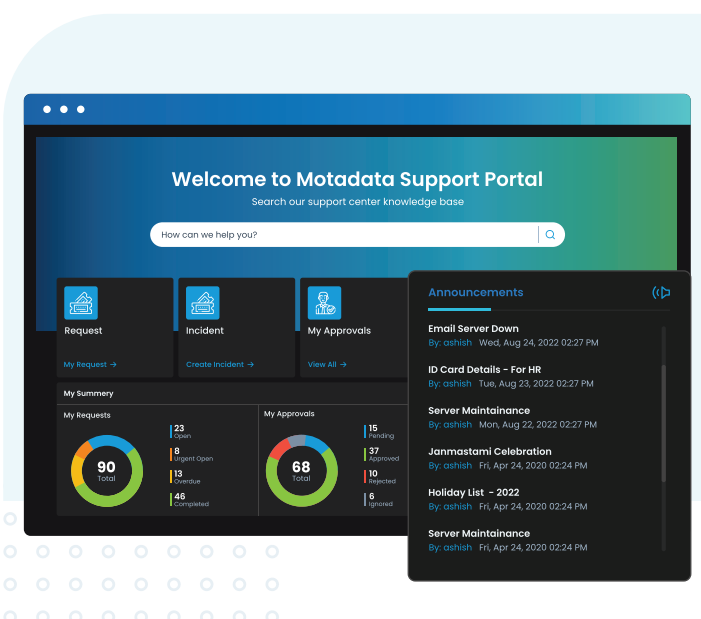
Product Brochure

Every Event Counts

Motadata ServiceOps Platform

Motadata ServiceOps is an ITIL-compliant ITSM unified platform built on DFIT™ (Deep Learning Framework for IT Operation). It empowers IT organizations to rapidly adopt changes across People, Process, and Technology to improve service delivery by leveraging AI. Our unified platform includes PeopleCert Certified Service Desk, Asset Manager, and Patch Manager to streamline business processes across the organization without needing third-party tools.

Motadata ServiceOps Service Desk

Motadata Service Desk is PeopleCert Certified ITIL software that leverages DFIT™ to enhance customer experience through AI-enabled Digital IT Service Management. Motadata Service Desk provides proactive support through a virtual agent to improve the service desk adoption and speed up the digital transformation.
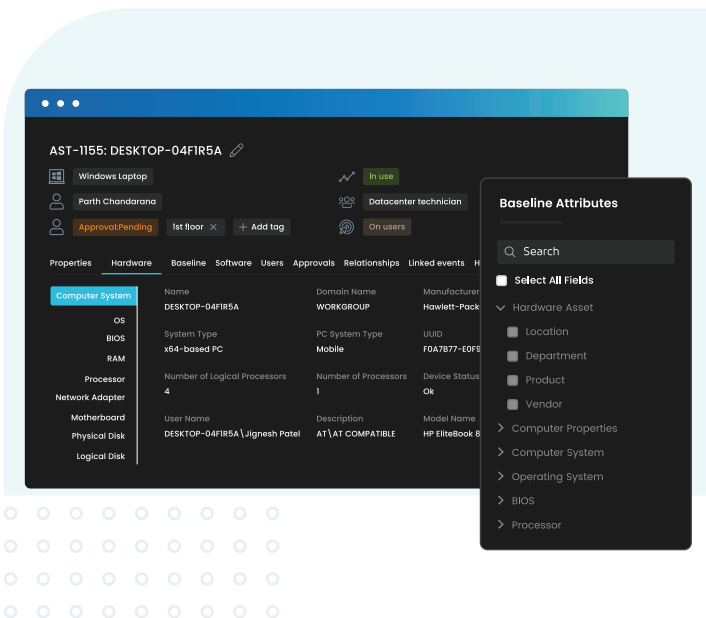

Key Features

- **AI-Based** Ticket Categorization
- OOB ITIL-based **Automation** Workflow
- **AI-Driven** Technician Workload Management
- Conversational AI–Chatbot for **Self-Service**
- Bot framework for **Custom Integration**
- **Dynamic** Form Rules/ Custom Rules for Service Catalog
- Multi-Channel **Self-Service**
- **Multi-language** Support
- **Mobile App** for Requester and Technician
- **Multi-tenant / MSP** Architecture
- Technician **Availability Calendar**
- Simplify **Problem Management**, Streamline Change Process, Smooth Release & Efficient Project Execution
- **Feedback Management**

Motadata ServiceOps Asset Manager

Motadata ServiceOps Asset Manager is an ITIL compliant PeopleCert Certified ITAM solution that helps organizations to automate the end-to-end life cycle of both IT and Non-IT assets distributed across different geo-locations. Motadata Asset Manager provides greater flexibility to ensure compliance and tracking of Hybrid assets from a single platform. It improves ROI by Automating routine Asset Management tasks.
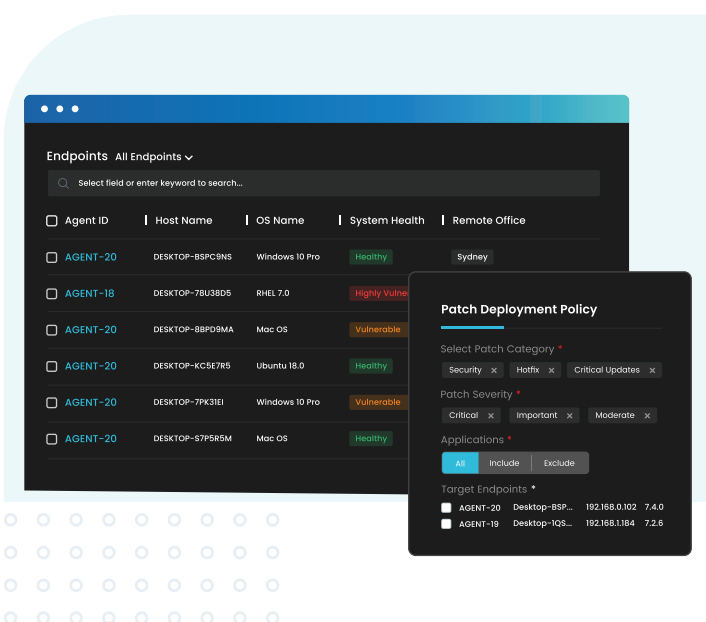

Key Features

- **Agent and Agent-less** Automated Asset Discovery
- IT & Non-IT **Asset Catalog**
- Hardware and Software **Asset Management**
- **Asset Geolocation & Asset Relationships**
- **Consumable Assets**
- **Asset Verification**
- Built-In Multi-Function **Remote Desktop**
- Configuration Management Database – **CMDB**
- **Purchase & Contract** Management
- **Automatic** Uninstallation of Prohibited Software
- Asset Movement and **Gate Pass**
- **Policy-Driven** Automated Asset Baseline
- **Software License Management**
- **Compliance & Audit Reports/Dashboards**
- **Asset Financials**

Motadata ServiceOps Patch Manager

Motadata ServiceOps Patch Manager is designed to help organizations to manage and streamline the patch management life cycle. Patch Manager automatically scans, detects, analyzes, and remediates all vulnerabilities across workstations and servers to ensure compliance centrally.

Key Features

- **Automated** End Point Scanning
- **Policy-Based** Automated Patch Deployment
- Built-in Patch **Testing** and **Approval** Workflow
- Patch **Rollback/Uninstallation**
- OOB Patch **Compliance** Report
- **Centralized** Software Package Deployment
- **Remote** Configuration Setup via Registry
- **Cross-Platform** Patching
- Third-party **Patch Manager**
- **Patch Scheduling**
- **Registry/Package Deployment**

ITIL Aligned Process

- Availability Management
- Capacity & Performance Management
- Change Enablement
- IT Asset Management
- Incident Management
- Knowledge Management
- Measurement & Reporting Management
- Monitoring & Event Management
- Problem Management
- Release Management
- Service Level Management
- Service Request Management

Get most out of IT Operation

85% Improvement in **Resolution Time**

72% Improvement in **Customer Satisfaction**

25% Reduction in **Operational Cost**

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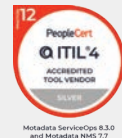
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airtel | WESTERN INTERNATIONAL GROUP | CBC | BankSulselbar | JUBILANT FoodWorks | KOPETRO

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