

# CAP ANOMALY SPOTTER

## Anomaly Detection for remote infrastructure monitoring

Remote Infrastructure Management, commonly known as (RIM), is the remote management of the IT infrastructure of an enterprise: workstations (desktop PCs, laptops, notebooks), communications and networking hardware and software, as well as applications. RIM has achieved strong popularity among the businesses as it offers valuable benefits such as cost advantages.

## Opportunity for advanced machine learning analytics in remote infrastructure monitoring

The essential part of the remote infrastructure management is trend analysis for early error detection. Typically, the health monitoring of the infrastructure devices has been reactive. Either a technical indicator monitored on the device indicates a service action or, the employee using the device contacts the service center asking for help. There is increasing demand for proactive solutions that are able to predict the need for maintenance or other intervention before the device or its user reacts to such a need.

## CAP Anomaly Spotter solution for RIM

**Company:** A global IT company

**The challenge:** Our customer wanted an advanced analytic module to their RIM solution that they offer to enterprise customers. The RIM service monitors remotely a fleet of several hundreds or thousands workstations per customer. Each device is equipped with a software component sending to the monitoring center regularly numerous attributes related to health and performance of the device. The analytic solution is expected to predict the need of maintenance and identify the abnormal workstations before the user reacts to the performance failure. In this way the quality of the RIM service can be improved and even more importantly, the cost-efficiency of the RIM operation is improved through lower number of service requests to be processed.

**Our solution:** We adopted the CAP Anomaly Spotter engine to the specific use cases and the specific data format used by our customer. Our customer applies its proprietary method in collecting, storing and consolidation of the data and provides the data to CAP Anomaly Spotter in CSV or JSON (or similar) format. CAP engine processes the data and in particular detects anomalies that are known to indicate a possible performance failures and correlates the results to the historical baseline of the target system.

## Benefits of CAP Anomaly Spotter

- ▶ Cuts the cost of RIM operations by adding predictive analysis
- ▶ Improves the service quality at the enterprise and employee level
- ▶ Integrates seamlessly to the existing RIM service platform

## About CAP Data Technologies

CAP Data Technologies is a Finnish technology startup providing data analytics solutions utilizing our advanced anomaly detection technology. CAP Anomaly Spotter has the ability to detect previously unknown behavior in the system without relying on pre-set rules or fingerprints.

## Contact CAP Data Technologies

tuomo.sipola@capdatatechnologies.com tel: +358 40 753 2169  
markku.ranta@capdatatechnologies.com tel: +358 50 324 6233

Try out the free trial version on our web site  
[www.capdatatechnologies.com](http://www.capdatatechnologies.com)