

## Solution Brief

# NetApp Active IQ

Actionable intelligence for optimal data management

### Key Benefits

- Prescriptive guidance for your best next actions simplifies operational tasks
- Continuous risk assessments, predictive alerts, and automated actions help you uncover and prevent potential problems
- Insights into the benefits and effectiveness of the latest software updates let you upgrade with confidence

When employees can spend less time managing infrastructure, they're free to engage in activities that have higher value. This is the vision for artificial intelligence (AI) in the storage industry, and it's happening today for NetApp® customers.

### Overview

NetApp Active IQ® digital advisor uses AIOps to automate the proactive care and optimization of your NetApp systems. Fueled by a massive and highly diverse installed base, Active IQ works tirelessly in the background to uncover opportunities to protect and support your environment. Its intelligent insights, prescriptive guidance, and automated actions result in improved system health and higher system availability.

### Predictive Analytics and Community Wisdom

In data science, volume, velocity, and variety matter. Each day, Active IQ receives telemetry data from hundreds of thousands of assets around the globe, adding to a multipetabyte data lake that processes trillions of data points each month. With NetApp systems supporting diverse use cases and customers, Active IQ has a rich set of data for machine learning and predictive analytics, leading to deeper insights.

Active IQ continuously assesses telemetry data, drawing on trillions of real-time and historical diagnostic records and known risk signatures to spot potential problems before they affect your business. Active IQ can also look across the community to identify trends and suggest ways to enhance the security and efficiency of your infrastructure.

### Actionable Intelligence

Wisdom without action is useless. Active IQ makes it easy for you to take the “best next action” to ensure the overall health, availability, and security of your NetApp environment. Its actionable insights and recommendations are available in the format that works best for you. There's a web UI for full-featured visibility and guidance, a mobile app for on-the-go alerts and advice, email reports for convenience, and new API support that allows you to programmatically integrate Active IQ recommendations directly into your IT dashboards and change-management workflows. You can also find Active IQ insights and recommendations in Active IQ Unified Manager (formerly NetApp OnCommand® Unified Manager), and NetApp Cloud Insights.

### Automated Actions

Active IQ has used AIOps to automate problem resolution for years and done so at an industry-leading scale. Every year, tens of thousands of hardware failures are predicted and proactively replaced before a disruption occurs and without customers logging a support ticket. Potential problems are identified and resolved without our customers ever interacting with NetApp Support. And millions of Ansible modules run each year to automate operational tasks on NetApp systems, including firmware updates on ONTAP® systems.

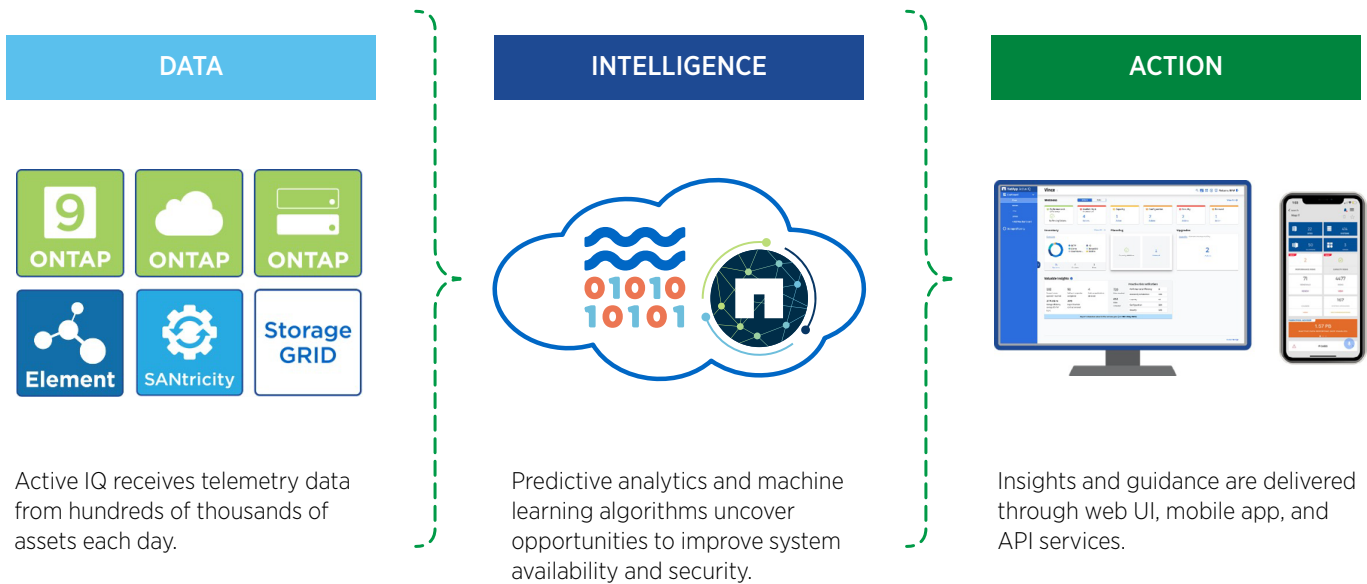


Figure 1) Active IQ helps you get started on your AI journey by turning data into actionable intelligence.

### Prescriptive Care and Optimization

Active IQ takes a prescriptive approach to protecting and optimizing NetApp systems. This approach enables you to quickly and easily address potential threats before they arise, and also to make smarter decisions about your storage. Continuous risk assessments, predictive alerts, and automated case opening help you uncover and prevent potential problems. Prescriptive guidance of your best next actions simplifies operational tasks. And when problems do arise, Elio—our virtual support assistant, powered by IBM Watson®—gives you rapid access to NetApp digital support assets to accelerate issue resolution.

### The Power of the NetApp Community

Active IQ enables new and existing customers to benefit from the collective wisdom of the NetApp user base, leading to faster, smarter decisions that can reduce risk, simplify storage management, and help you get the most out of your NetApp environment. Its data-driven insights and recommendations are available to all NetApp customers with an active SupportEdge contract\*.

\*Features vary by product and support tier.

### About NetApp

NetApp is the leader in cloud data services, empowering global organizations to change their world with data. Together with our partners, we are the only ones who can help you build your unique data fabric. Simplify hybrid multicloud and securely deliver the right data, services, and applications to the right people at the right time. Learn more at [www.netapp.com](http://www.netapp.com).