EMEA Client Forum
April 2025

Intelligent Operations with Agentic AI

Cloud, Application & Infrastructure

Agenda

The Evolution of Hybrid Cloud Management

Intelligent Operations Recap
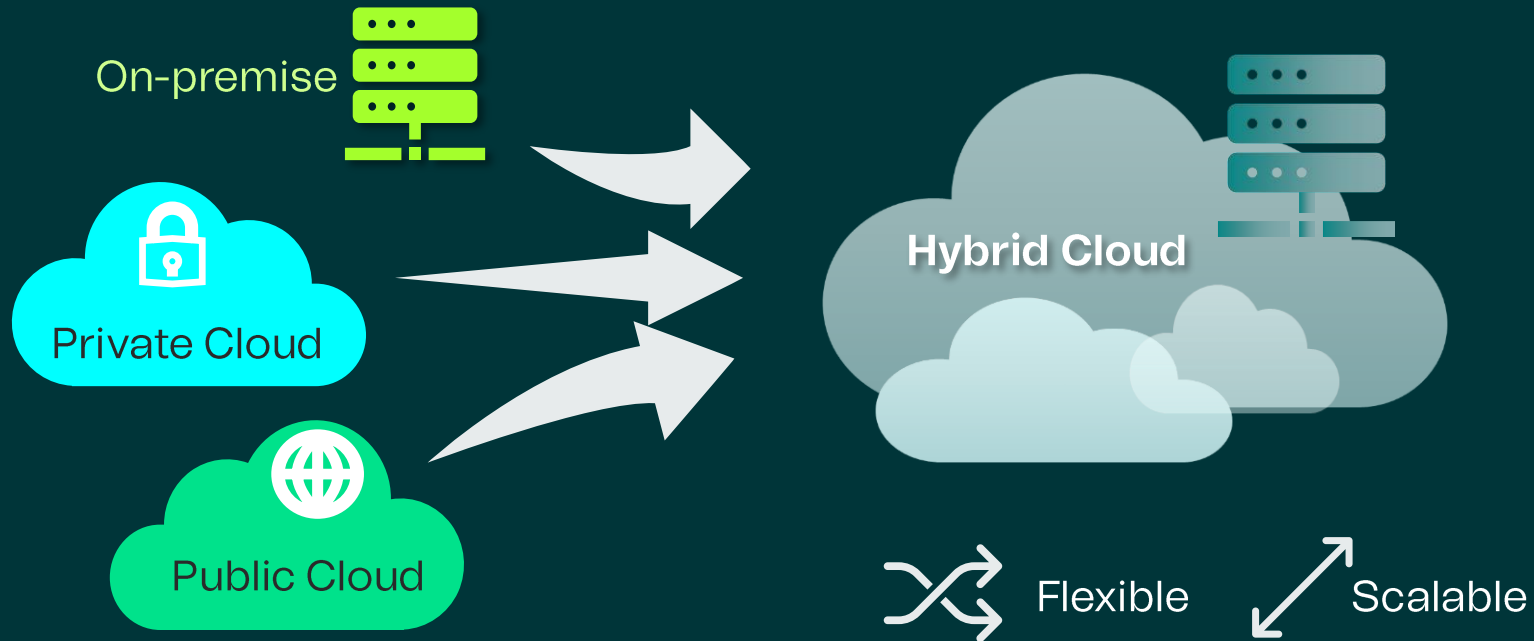
Introducing Agentic AI

Enhancing Intelligent Operations with Agentic AI

Delivering Business Value with Agentic AI

Hybrid Cloud

Hybrid Cloud Management
The Rising Need for Advanced Solutions

On-premise

Private Cloud

Public Cloud

Hybrid Cloud

Flexible   Scalable

Current Challenges with Hybrid Cloud

Complexity in managing diverse environments	Security concerns and compliance adherence	Optimizing costs while maintaining performance

Traditional management approaches are **insufficient.**

There is a need to drive

- Real-Time Resource Optimization Across Complex Environments

- Autonomous Security Threat Detection and Response

- Continuous Compliance and Policy Enforcement Across Diverse Platforms

What is Intelligent Operations?

Artificial Intelligence →

Machine Learning →

Data Analytics →

Automation →

Intelligent Operations
in the context of AI and Machine Learning (ML)
*Is the use of advanced technologies and **data-driven approaches to optimise and streamline various operational processes** within organizations across industries and sectors.*

Enhance Efficiency

Reduce Costs

Improve Decision-making

From **"WHO"** does the work to **"AUTOMATE"** the work

Applying **HYPERAUTOMATION** and **DATA DRIVEN DECISION-MAKING** with ethical and transparent AI

Moving from a reactive operation to **A PREDICTIVE, SELF HEALING** IT operation that continuously learns

Features

Seamless Multi-cloud Management

Unified Multi- Cloud orchestration

Unified Observability

Single pane of observability

AI-Powered Operations

Enable AI Powered Operations

Advanced FinOps

Optimized financials across multi-cloud & SaaS landscape

Disaster Recovery

Disaster Recovery as a Service with built-in intelligent savings

Ransomware Protection & Recovery

Protect, Detect and Recover from Ransomware attacks

Streamlined Release Management

Automated release management with advanced DevSecOps

Bi-Modal IT

Bi-Modal operating model to foster stability & Innovation

Cloud like Data center

Seamless scalable private cloud
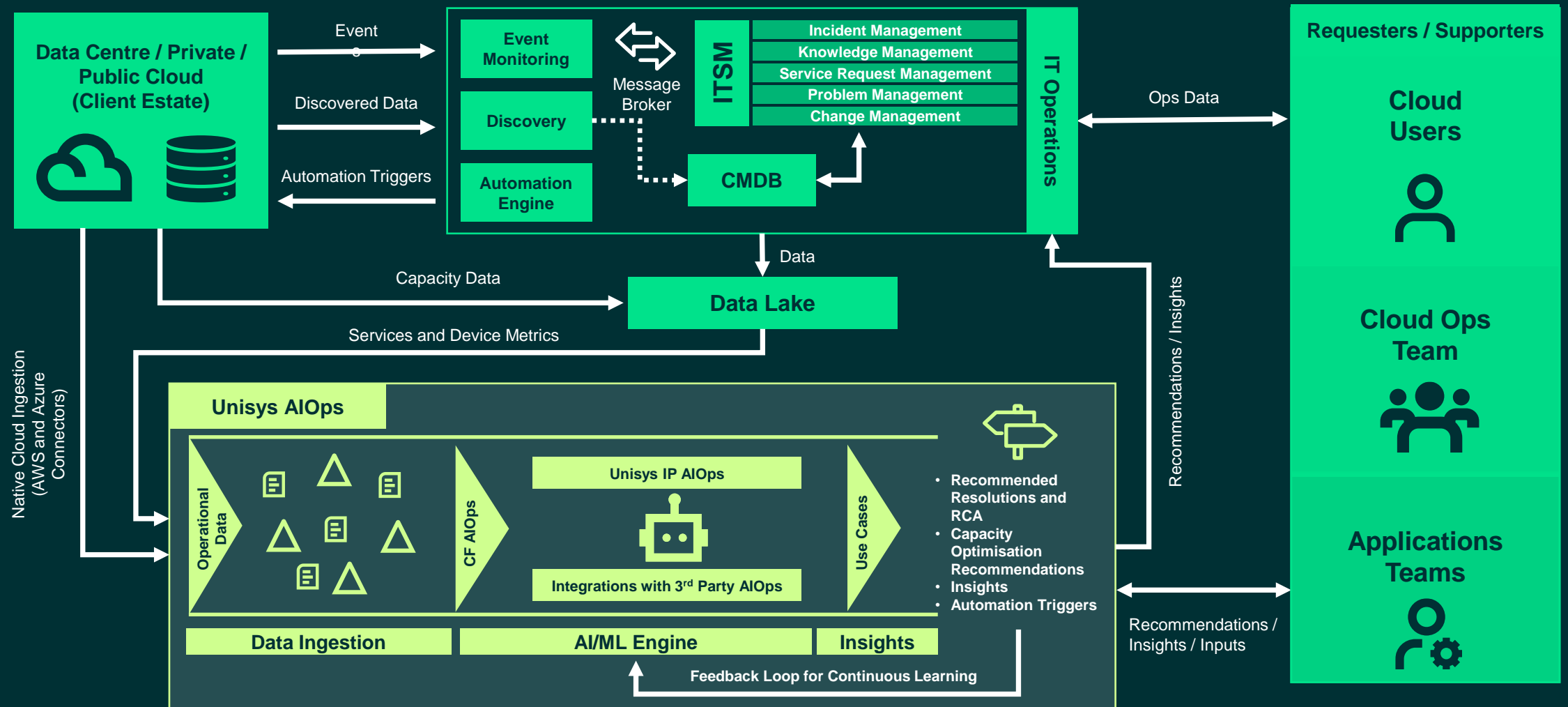
Cloud Center of Excellence

Augment to drive cloud strategy and governance

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Intelligent Ops – Operational Architecture

Intelligent Operations – Key Outcomes

"Future ready IT - Resilient today. Shaping tomorrow's breakthroughs"

30% efficiency boost to IT operations	**2x-10x** Quicker Releases	**99.99%** Uptime across IT	**40%** Security gaps Cut

- **Regulated Innovation:** Enable secure innovation across the enterprise for the age of AI
- **Innovation cycles:** Free up your team to focus on innovation, not maintenance
- **Business continuity: R**apid and resilient recovery from unplanned outages
- **Business continuity:** Protect & recover ransomware attacks on critical systems
- **Secure and compliant:** Automate security and compliance checks to stay audit-ready
- **Plug & Play:** OOB Integration with with open enterprise standards based systems

Virginia IT Agency

Empower agencies to run their workloads on the right fit cloud with confidence in a secure manner

65
executive agencies

4
clouds managed

8.6M
citizens of virginia

5+
years of engagement

Omnicom Group

Consolidate, transform and run multi-cloud operations across complex geographically distributed IT landscape.

11K
servers in management

6M
savings in FinOps within the first year

1500
agencies across 100 countries

5+
years of engagement

California State University

Run, grow, transform with innovation at the largest higher education institute in the US across multi-cloud environments to drive Institutional resilience across 23 campuses.

33%
savings on overall TCO

90%
increase in productivity

99.97%
continuous security compliance as per standards

25+
years of engagement

Introducing Agentic AI

Agentic AI
AI systems capable of **autonomous decision-making**

- Learn from data and adapt with minimal human intervention

How Agentic AI Differs from Traditional AI Models

- Moves beyond explicit instructions to setting goals and executing tasks independently
- Ideal for dynamic environments like hybrid clouds

Capabilities

- Autonomous interpretation of data
- Predictive analytics and outcome forecasting
- Independent task execution and adaptation

Enhancing Intelligent Operations with Agentic AI

Optimizing Resource Allocation
Dynamic scaling based on real-time demand

Proactive Cost Governance
Continuous monitoring to enforce cost policies

Intelligent Security & Compliance
Autonomous monitoring and implementation of security controls

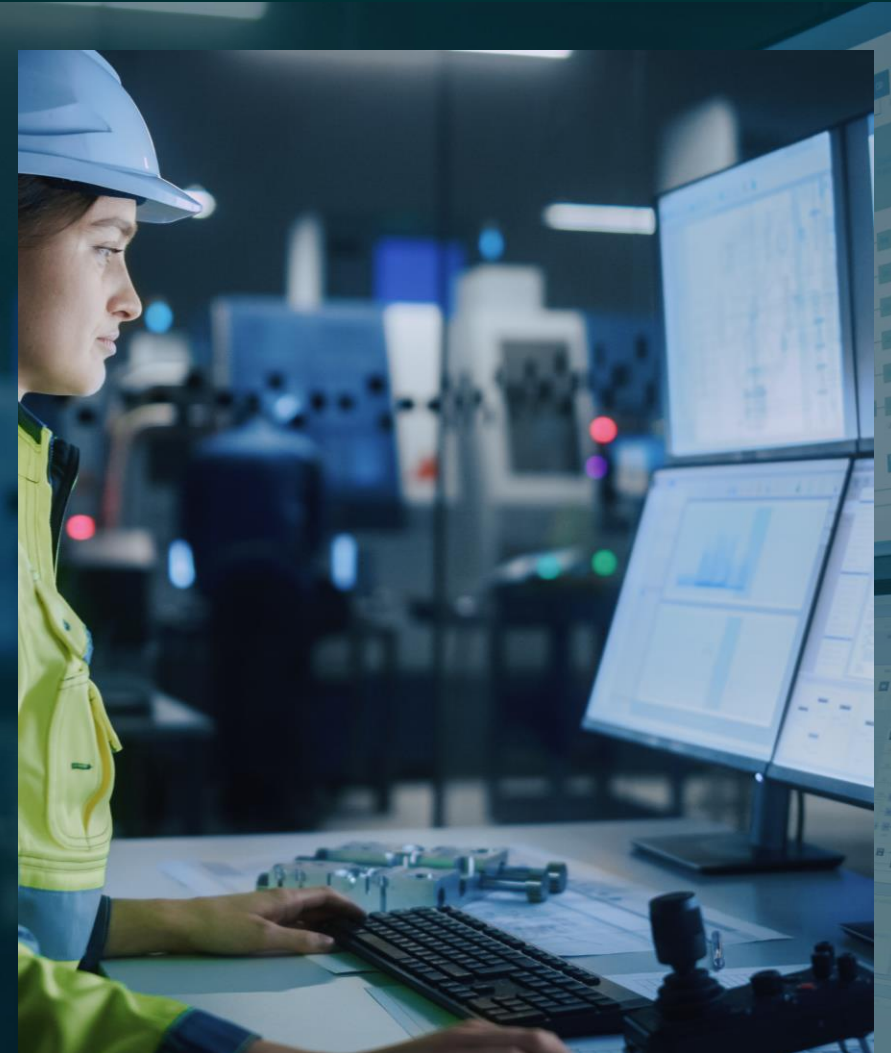Integration of compliance standards seamlessly

Streamlined DevOps Processes
Proactive issue detection and autonomous incident response using SRE Bots

AI-Powered Management Tools

Intelligent Operations with Agentic AI – Sample Use Case

- **Challenge**: The client experienced a **30% annual increase in operational costs** due to inefficient resource management and a **15% rise in compliance incidents**, putting them at risk of regulatory penalties.

- **Solution**: Implemented **Agentic AI alongside an SRE Bot** to autonomously manage and optimize cloud resources, ensuring efficient scaling and cost reduction. Simultaneously, the SRE Bot continuously monitored security, detected threats in real-time, and automatically enforced compliance with regulatory standards.

- **Benefits**
  - Cost Optimization: Reduced waste by 25% and lowered cloud expenses by 20% through dynamic resource allocation and automated scaling.
  - Security and Compliance: Decreased compliance breaches by 40% and improved policy adherence by 35% by enforcing GDPR/HIPAA regulations and continuous monitoring.
  - Proactive Issue Resolution: Resolved 95% of issues before escalation and cut incident response times by 50% with SRE Bot's detection and real-time threat response.
  - Audit and Reporting: Generated comprehensive audit logs automatically, saving 200 hours annually in compliance reporting.

Delivering Business Value with Agentic AI

Process Optimization

- Comprehensive assessments and tailored integration strategies
- Phased deployment ensuring minimal disruption

Empowering People

- Training programs for effective collaboration with AI systems
- Change management to foster innovation culture

Achieving Business Outcomes

- Increased operational efficiency through automation
- Significant cost savings via proactive governance
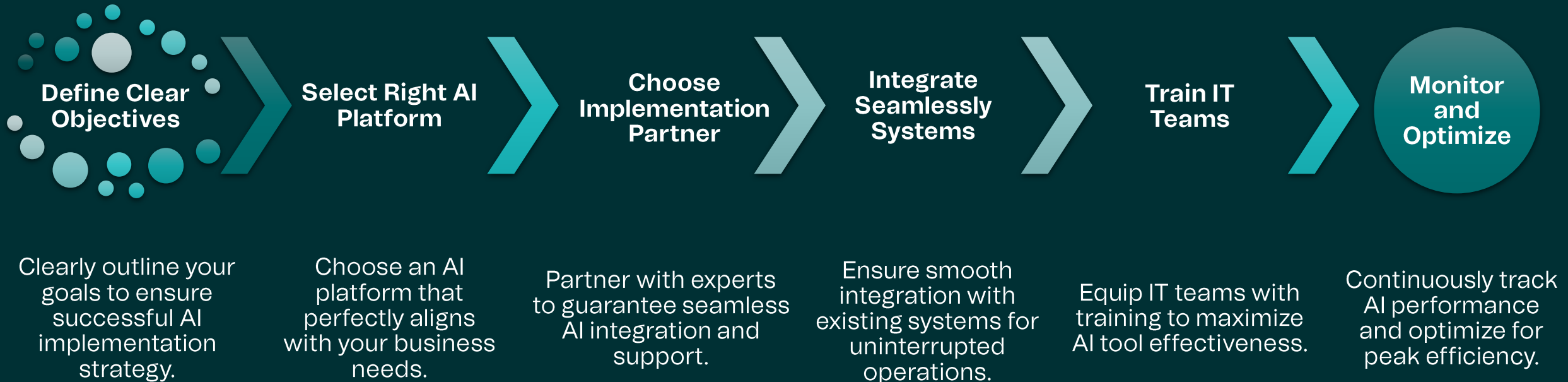- Enhanced decision-making with AI-driven insights

Flexible Engagement Models

- Various contract types to suit client needs

What Next, What Should you do to prepare?

Define Clear Objectives

Select Right AI Platform

Choose Implementation Partner

Integrate Seamlessly Systems

Train IT Teams

Monitor and Optimize

Clearly outline your goals to ensure successful AI implementation strategy.

Choose an AI platform that perfectly aligns with your business needs.

Partner with experts to guarantee seamless AI integration and support.

Ensure smooth integration with existing systems for uninterrupted operations.

Equip IT teams with training to maximize AI tool effectiveness.

Continuously track AI performance and optimize for peak efficiency.

AI Ops Demo Context

Assume, Unisys provides managed infrastructure services to a fictious client called Stark Industries. As part of the managed services, Unisys delivery is empowered by AI led automation to deliver speedy, reliable, predictable service.

	Insights	Incidents	Analytics
Use cases	**Proactive**	**Self Heal**	**AIOps Dashboard**
	Analyze, Predict, Act to Right Size a VM	*Resolve a Low Disk Alert*	*Single pane of glass showing data driven savings & opportunities*

Thank you

unisys