MERLYNN

Alert Decision Engine

Digitised Human Expertise

IT Application & Infrastructure
Accelerating Incident Resolution

Quarterly Bulletin

The Business Challenge

In today's ever increasing digital and mobile world, maintaining system and server stability is a major operational challenge in most organisations. Critical infrastructure and application downtime increases operational risk and negatively impacts both business decision making and customer experience.
As in many industries, banking outages are increasingly coming under the regulatory spotlight, with regulators looking to impose hefty fines for major outages which negatively impact end users.

According to a 2020 survey by Information Technology Intelligence Consulting, 88% of respondents worldwide reported the average downtime cost of their servers as being in excess of US$300,000 per hour, add to this intangible risks such as reputational damage and opportunity cost and the true costs far exceed quoted statistics.

Existing Process

To manage downtime risk, organisations deploy intelligent monitoring tools that create *'alerts'* signalling system stress. With the advancement of automation (#AIOps), an increasing number of these alerts are being resolved via rules engines, however **complex alerts continue to demand human intervention and expertise** (domain knowledge and experience), to accurately identify the root cause and determine the appropriate next steps for resolution.

A new generation of AI technology able to accelerate incident resolution and reduce MTTR by up to 98% through digitised expertise

ADE Next Gen Solution

The Alert Decision Engine (ADE) underpinned by Merlynn's proprietary, Tacit Object Modeler - TOM™ Artificial Intelligence technology **digitally replicates the decisions of these experts.** The TOM technology is 'low code' designed to enable the subject matter expert (SME) to create their own decision-making *"twin"* within hours.

The output is a **'Virtual Expert'** which replicates the decisions that human experts would make.

Merlynn's next generation AI,

The Tacit Object Modeler

TOM™ replicates human expertise.

TOM learns directly from the human expert to understand their decision making process and requires no historical data to learn.

TOM is able to replicate complex decisions including tacit knowledge - knowledge gained through experience which is very difficult to explain or articulate and is often described as **"gut instinct"** and intuition.

The technology is used to **digitally scale human expertise** enabling organisations to better manage risk. **Digitised expertise provides consistent decisions** reflecting the expertise of the organisation's top decision makers. Decisions are traceable and transparent.

For more information visit
www.merlynn-ai.com