

**HIGHLIGHTS**

- AI Agent Services
- Role-based AI Augmented Workflows and Analytics
- 100% AI Learning Architecture
- 3X More Event and Incident Compression than Other AIOps & Observability Tools
- Actionable Predictions (48+ Hours in Advance)
- Accelerated Root Cause Analysis with Causal Intelligence
- Closed-Loop, Intelligent Automation
- Intelligent Incident Response and Ticketing
- Agent-Guided Experiences with Human-in-the-Loop Governance

**CROSS ENTERPRISE SOLUTIONS**

- Network Ops
- Cloud Svcs/Ops
- Data Ops
- Dev Ops
- SREs
- Platform Engineering
- ITSM

# PURPOSE-BUILT FOR PREDICTIVE AND AGENTIC IT OPERATIONS

## ADVANCE HUMAN INNOVATION

IT Operations have spent decades investing in monitoring, observability, and AIOps to improve reliability. Yet teams remain overwhelmed by noise, slow resolution, and rising OPEX as environments grow more dynamic.

Although many AIOps platforms claim machine learning, most still rely on rules, topology, or CMDBs. What's needed is AI built into the core of IT operations—capable of predicting issues, reasoning about impact, making decisions, and guiding intelligent action while augmenting human expertise.

Grok's Cognitive AI Learning Architecture is rooted in a blended approach of neuroscience principles and advanced ML techniques. With a plug-and-play approach, Grok® autonomously learns and adapts to any modern IT environment, advancing human innovation by reducing cognitive load and surfacing the right actions at the right time.

This architecture enables Predictive and Agentic AI for IT Operations—allowing Grok to reason, decide, and recommend actions, not just surface insights.

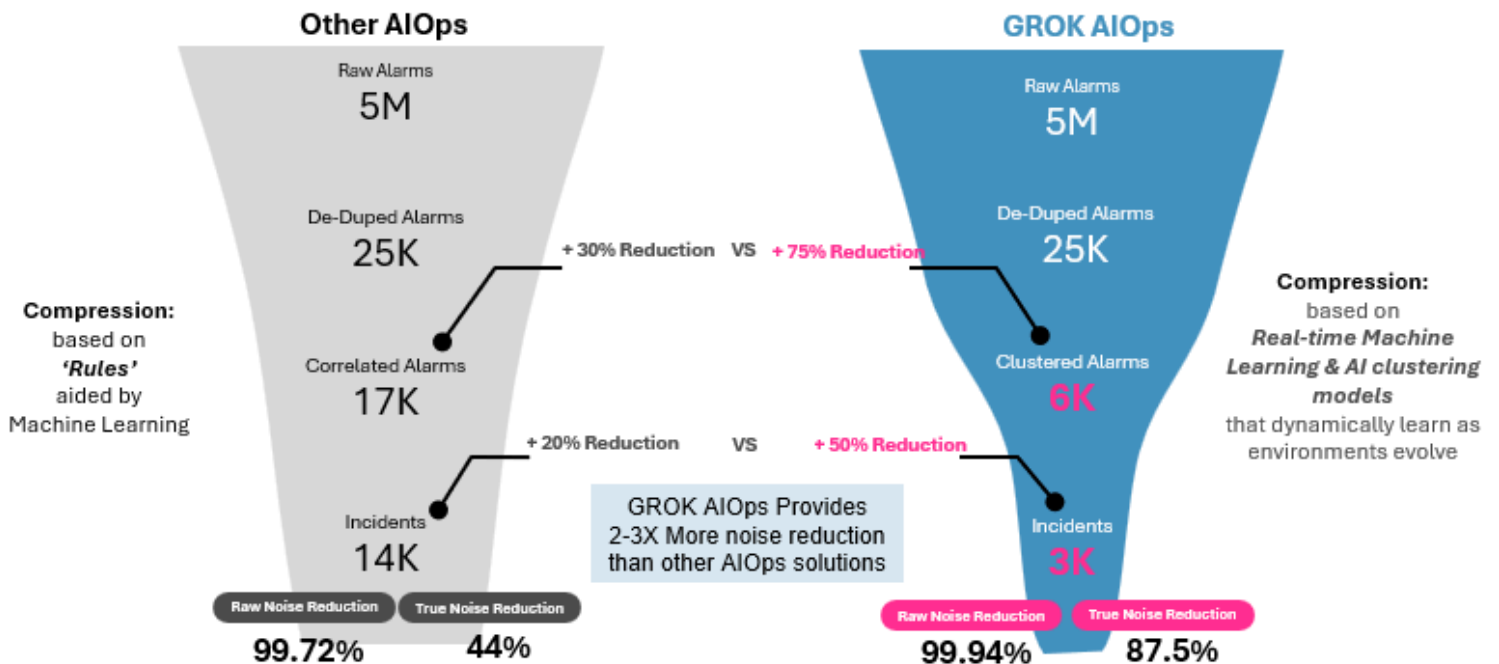
Grok does not rely on topology, predefined rules, or preprogrammed ML definitions. Instead, it continuously builds contextual understanding through real-time, single-source-of-truth integrated learning and outcome-based reinforcement—strengthening human decision-making as environments evolve.

## UNMATCHED NOISE REDUCTION

Employing a combination of supervised and unsupervised machine learning techniques, Grok analyzes vast amounts of diverse telemetry to detect anomalies or patterns indicative of potential incidents. Unlike traditional AIOps platforms that rely heavily on static rules or topology, Grok’s AI learning architecture continuously adapts as environments evolve. There are two key ways that Grok reduces the volume of tickets:

- **Incident Prevention** - By analyzing historical data such as tickets, changes, and human actions, Grok’s AI algorithms can predict potential failures or vulnerabilities. These predictions are validated, prioritized, and probability-scored by Grok—enabling teams to take proactive action with confidence. Furthermore, Grok uniquely processes anomalies as early warning signals, continuously evaluating them to reduce false positives and improve operational trust.
- **Detections**– Grok goes beyond simple de-duplication to observe which events and incidents share an underlying root cause and their relative importance. When multiple events occur because of the same issue, Grok autonomously recognizes the connection and groups them with the appropriate priority through continuous AI model training. Causal intelligence explains why signals are related, not just that they occurred together.

### Grok Delivers ‘Last Mile’ Noise Reduction



“NTT is one of the leading managed services providers driving innovation through the latest advancement in AI technology to deliver the huge reliability and service levels to their customers. Our relationship with Grok is part of an ongoing set of investments that differentiate NTT’s service and provide networks that deliver for our clients’ businesses.”

– Amit Dhingra, Executive Vice President, Network Services, NTT Ltd.

### ACTONABLE PREDICTIONS

Grok delivers actionable predictions 48 hours or more before issues arise. Unlike approaches that treat anomalies as predictions, Grok evaluates over 90% of critical and non-critical alarms across multiple machine learning models, combining predictive and causal intelligence to ensure accuracy and relevance.

Each predicted incident is assigned a probability score to help teams prioritize investigations and avoid unnecessary action, supporting agent-driven decisioning with human oversight. Prediction history is retained to continuously improve learning and outcomes over time.

### INTELLIGENT INCIDENT RESPONSE AND TICKETING

For issues requiring human intervention, Grok enables intelligent incident response and ticketing. For each Detection, Grok automatically creates and routes tickets with the appropriate context, severity, and ownership.

Automation Advisor recommendations and real-time diagnostics are embedded directly into each ticket to reduce manual investigation. This results in:

- Reduction in Mean Time to Identify (MTTI) and Mean Time to Resolve (MTTR) by 92% or more
- Faster orientation, decision-making and resolution for L2 specialists, SREs, and problem management teams —without increasing headcount

### RAPID ROOT CAUSE ANALYSIS

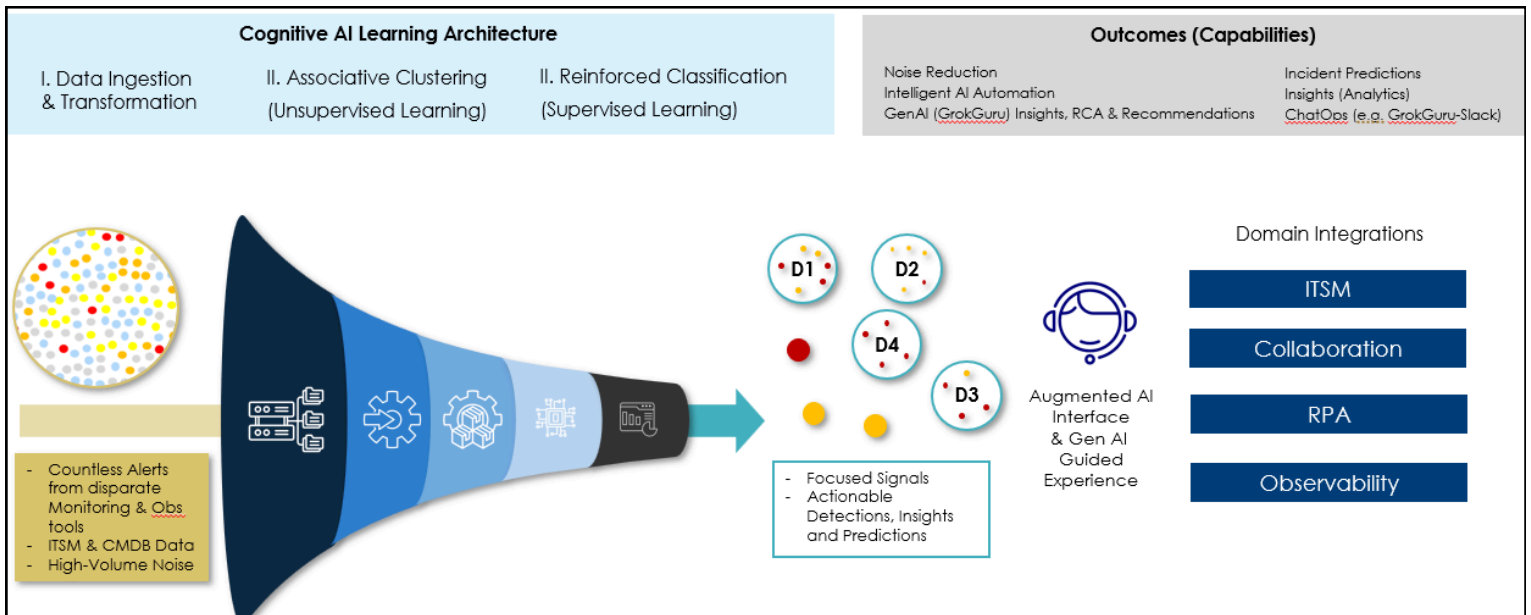
Grok identifies probable root cause by clustering related events across operational silos and tools, analyzing timing, relationships, and historical context. AI Agent Services apply causal reasoning to explain why an issue is occurring—not just what happened—delivering clear, defensible outcomes.

Root cause insights are presented in a unified timeline enriched with alerts, time of onset, recommended priority, and contextual data from change management and ITSM systems, accessible through the Grok operator view or directly within existing ITSM tools.

### EXPLAINABLE AI VALUE

Through interactive visualization and real-time analytics, Grok provides transparency into how decisions are made and actions are prioritized. This includes:

- Event and Incident Compression metrics
- Early warning indicators and lead time
- ML classification accuracy
- Predictions with associated probability
- Alert counts by Configuration Item (CI) type
- Detection severity
- Work and fixes performed by Grok vs. your teams
- Clear reasoning and decision transparency for Automation Advisor–driven recommendations



## SELF-DRIVEN AI AND AGENTIC WORKFLOWS

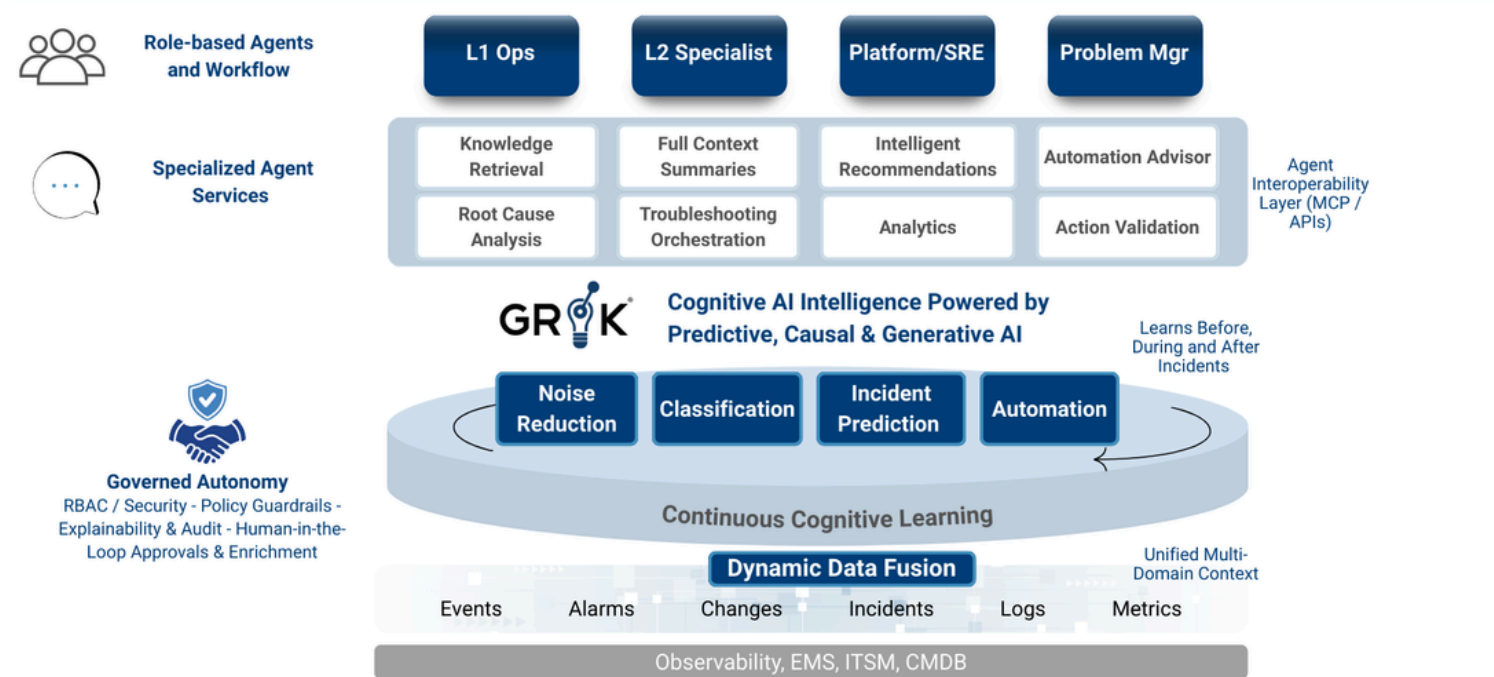
As an outcome of its Detections, Grok learns, prioritizes, and constructs recommended incident response along with their associated sequence of actions. The Automation Advisor AI Agent Service evaluates predictive risk, historical outcomes, and real-time context to guide decisioning and action.

Specifically, Grok:

- Dynamically creates and updates its AI automation pipeline that recommends actions and remediations, in order of priority through the Automation Advisor.
- Prioritizes fixes based on impact and frequency of occurrence while accounting for operational risk
- Informs engineers on recommended actions, remediations and/or if a ticket is warranted
- Models expert decision-making to suggest remediation steps, with the Automation Advisor reasoning across incidents, changes, and prior resolutions
- Enables operators to trigger low-code automations from GrokFix or their preferred RBA tool for diagnostics, triage and remediations.
- Learns which actions are most effective over time by incorporating operator actions into its models, creating a closed-loop learning system where human decisions continuously improve agent behavior



### Predictive & Agentic AI for IT Operations



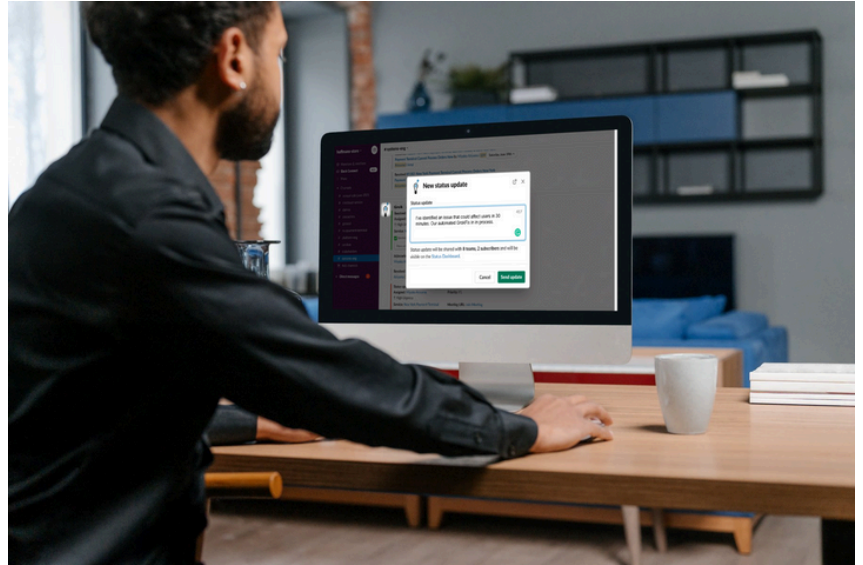
## OPERATIONAL ANALYTICS & INSIGHTS

Grok provides built-in analytics that make AI-driven operations measurable, explainable, and continuously improving. Teams gain clear visibility into operational performance and AI effectiveness to support trust and governance.

Key analytics include:

- Event and incident compression trends
- Prediction accuracy, probability, and lead time
- Root cause confidence and recurrence
- Automation recommendations and outcomes
- Work performed by Grok vs. human operators

These insights ensure decisions are transparent, outcomes are auditable, and agent-guided operations can be governed over time.



## PREDICTIVE AND AGENTIC IT OPS

Bridging IT Operations and Service Management, Grok:

- Predicts and prioritizes issues before disruption, using Agentic AI to guide action across IT Ops and service workflows
- Employs Agentic AI to explain outcomes with natural - language insights and recommendations, augmenting – rather than replacing – classical machine learning.
- Learns continuously from operator actions, building human trust and accelerating time-to-comfort
- Evolves to improve remediation accuracy and resilience, progressing from AI Augmented workflows toward role-based AI Augmented Workflows and agents under governed autonomy



## ABOUT GROKSTREAM

Grokstream is a pioneer in Cognitive AI Learning, helping enterprises and service providers modernize IT Operations with confidence. Grok delivers Predictive and Agentic AI for IT Operations through AI Agent Services that continuously learn, reason causally, and guide intelligent action—while keeping humans in control. Its neuroscience-inspired AI platform bridges IT Operations and Service Management to cut noise, predict incidents, and accelerate resolution. Recognized across multiple Gartner® Hype Cycle™ reports and industry awards, Grokstream is trusted by global CSPs, MSPs, and enterprises with flexible SaaS, hybrid, and on-premises deployments.

Questions? Contact us at [info@grokstream.com](mailto:info@grokstream.com)