

Operational Resilience

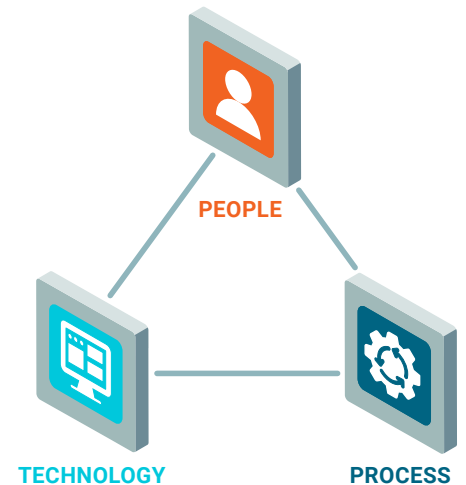
A Systems Approach to IT Management

THE ONGOING CHALLENGE OF IT COMPLEXITY IN MODERN ENTERPRISES

Over the last decade, organizations have navigated seismic shifts in the technology landscape: digital transformation, cloud migration, hybrid work, and tool consolidation. Yet, despite these advancements, IT leaders still struggle with operational resilience—keeping systems running smoothly while ensuring IT investments drive tangible business outcomes.

The problem lies in fragmented technology ecosystems. The average enterprise now manages over 11 different monitoring tools, creating data silos that obscure the complete picture of IT health. According to a report by Enterprise Strategy Group¹ 52% of organizations still lack full-stack observability, while nearly half (49%) report experiencing business-critical outages every few months. The impact of these disruptions is severe—lost revenue, diminished employee productivity, and a frustrating IT experience for users.

Why does this problem persist? IT teams have historically focused on isolated fixes instead of treating their technology environment as interconnected. To build operational resilience, organizations must shift their perspective. Rather than reacting to issues as they arise, they must adopt a systems-thinking approach—one that integrates people, processes, and technology into a cohesive strategy.



Are you keeping pace with your SLAs?²



The average incident resolution time for organizations is **21 hours**.



Companies with SLAs resolve tickets **two hours faster** than those without.



Organizations using automation resolve incidents **three hours quicker** on average.



Resolution time for highly efficient teams leveraging automation is **under one hour**.

¹ "From Observability to Operational Resilience: Connecting IT and Business." Enterprise Strategy Group. (Published January 2025, Accessed January 2025)

² "[State of ITSM Report](#)," SolarWinds. (Published December 2024, Accessed February 2025).



THE PILLARS OF OPERATIONAL RESILIENCE

A resilient IT environment isn't just about having the right tools—it's about how those tools, processes, and teams work together. True operational resilience is built on three key principles:

Unified Systems Approach	People, Process, and Technology Alignment	Intentional Learning and Adaptation
Viewing IT operations as a dynamic, interconnected system rather than a collection of individual components. This perspective enables teams to detect and anticipate issues before they cause disruption.	Ensuring that IT strategies are technology-driven and supported by well-defined processes and skilled teams. Organizations that successfully integrate these elements experience faster incident resolution and improved IT efficiency.	Resilient IT organizations embrace continuous improvement. They capture lessons from past incidents, leverage artificial intelligence (AI)-driven insights, and refine workflows to prevent future disruptions.

BREAKING THE CYCLE

A proactive approach to IT resilience

Organizations can no longer afford to cycle through reactive IT strategies. They need a framework that strengthens every aspect of their IT operations. This begins with:

- **Detect and optimize:** Gaining visibility across hybrid environments with full-stack observability, enabling teams to identify and mitigate potential issues before they escalate proactively. For example, an e-commerce company leveraging observability tools can detect slowdowns in checkout processing before they impact sales, allowing teams to optimize performance in real time.
- **Isolate and resolve:** Accelerating root cause analysis and incident resolution through AI-driven automation and integrated incident response and ITSM workflows. Consider a financial services firm that experiences frequent application downtime. By implementing AI-driven integrated workflows, they can quickly isolate the cause of service disruptions—whether a software bug or misconfigured infrastructure—and resolve issues in minutes instead of hours.
- **Centralize and control:** Standardize IT processes and automate service delivery to reduce inefficiencies and improve service quality across the organization. A healthcare provider, for instance, can centralize IT operations by integrating observability with service management, ensuring compliance with strict uptime requirements, and providing seamless access to critical applications for medical staff.

This structured approach allows IT teams to move beyond firefighting and instead **build a foundation of resilience** that adapts and evolves with the business.



BUILDING A SMARTER, MORE RESILIENT IT ECOSYSTEM

Modern IT teams need more than just monitoring—they need a proactive, AI-powered approach that enhances visibility and ensures long-term resilience. SolarWinds delivers an integrated, AI-driven framework that unifies observability, incident response, and service management, eliminating silos and enabling faster, smarter decision-making.

By standardizing on a single, scalable IT resilience platform, organizations can **automate workflows**, **optimize resources**, and **maximize the value** of their hybrid cloud investments. With advanced analytics and intelligent automation, SolarWinds helps businesses stay ahead of disruptions, drive innovation, and maintain a competitive edge.

A systems approach to IT visibility and intelligent incident response

Operational resilience depends on seeing the full picture and acting with precision. But when observability, incident response, and service management operate in silos, IT teams struggle with delayed responses, inefficient workflows, and recurring incidents.

The SolarWinds portfolio works together to bridge this gap, providing real-time system insights and automated service workflows in a single, integrated approach. By connecting full-stack visibility with intelligent incident response and service management, organizations can pinpoint root causes faster, automate resolutions, and align IT operations with business needs.

Instead of reacting to issues in isolation, IT teams gain a proactive framework that reduces downtime, improves efficiency, and strengthens overall resilience—ensuring technology supports rather than disrupts business operations.

A framework for operational resilience

1. Empowering IT teams with AI-driven insights

By unifying full-stack observability, incident response, and service management, SolarWinds equips IT teams with a complete, real-time view of their environment—enabling them to act before minor issues become major disruptions.

- **Break down silos:** Unified telemetry data from observability, incident response, and service management enables cross-functional teams to work together more efficiently
- **Proactive problem-solving:** Advanced visibility and AI-driven insights identify patterns and predict potential failures, reducing time spent on reactive troubleshooting



- **Faster, smarter decisions:** Advanced, AI-driven analytics and automation help IT teams prioritize and resolve critical issues before users are impacted
- **Single-pane-of-glass visibility:** A single source of truth eliminates operational silos, ensuring faster root cause analysis and remediation
- **Automated workflows:** AI, incorporated with machine learning, accelerates incident detection and resolution, reducing manual workloads and improving service delivery

2. Optimizing processes with automation

By automating ticketing, triaging, and intelligent incident routing, SolarWinds improves response times and resource allocation, ensuring IT teams can focus on high-impact initiatives.

- **Reduce downtime:** AI-powered correlation between observability and service workflows pinpoints root causes faster, minimizing disruptions
- **Eliminate manual bottlenecks:** Intelligent automation streamlines IT service processes, reducing response times and improving efficiency
- **Meet SLAs with confidence:** Automated incident detection and resolution reduce mean time to detect (MTTD) and mean time to resolve (MTTR)
- **Prevent major incidents:** Proactive alerting and remediation address early warnings before they escalate into critical failures

3. Leveraging technology to drive IT resilience

A resilient IT strategy isn't just about preventing issues—it's about ensuring systems can scale, adapt, and evolve with business needs. SolarWinds provides a unified framework that brings observability, incident response, and service management together, helping organizations:

- **Automate and adapt:** AI-driven observability detects deviations and automatically triggers corrective actions
- **Scale with growth:** A flexible framework supports increasing IT complexity without adding operational burden
- **Maintain continuous uptime:** A resilient IT infrastructure designed to withstand disruptions and keep critical services running
- **Evolve with business needs:** Adaptive strategies ensure IT teams stay ahead of technological and operational changes

Unifying IT Operations for a Resilient Future

with SolarWinds

SolarWinds provides the visibility, automation, and service management needed to bring IT operations together into a single, cohesive system. With SolarWinds Observability, Incident Response, and SolarWinds Service Desk, organizations can connect insights to action—detecting issues, automating resolutions, and optimizing workflows across hybrid and multi-cloud environments.

When IT teams operate as a unified system rather than disconnected parts, teams can anticipate problems instead of reacting to them, align technology with business goals, and build resilience that evolves with the organization.

With SolarWinds, IT teams can:

- **Resolve issues faster** with AI-powered automation and predictive insights
- **Reduce manual workloads** by automating service management and ticketing
- **Gain complete visibility** across hybrid, cloud, and on-prem environments
- **Strengthen resilience** by proactively detecting and mitigating risks

This is what modern IT operations should be: connected, intelligent, and built to last. Transform IT operations with SolarWinds—where performance, operational resilience, and control come together in one powerful portfolio solution.

Take action today.

Visit solarwinds.com/products to learn about the latest SolarWinds advancements that empower people, optimize processes, and enhance technology in the era of operational resilience.