From the moment we stepped into the digital era, we observed it affecting competitive landscape within all vertical markets. While new agile entrants seized an opportunity to leverage the trend, large mature enterprises were faced with a strategic dilemma – whether they should embrace digitalization or keep enhancing existing competences within their infrastructure.

On one hand, those giants have been establishing their operations for decades with the intention to build stable risk-free platforms to sustain their business. Abandoning legacy systems and scraping off best practices to build new processes from scratch would have meant losing the expertise that has been accumulated by generations. On the other hand, enterprises started lagging in terms of agility and digital capabilities. Thus, they could no longer neglect emerging competition which, in a relatively short period of time, was able to gain extraordinary growth at a superior quality.

Today, this is no longer a dilemma. Digitalization is already deeply engrainged into our daily lives as well as into business operations. This is no longer seen as an emerging trend but rather a stepping stone towards re-imagining businesses as we know them. However, even with a clear mission to digitize their business, corporate leaders are uncertain about how to start their digital business journey or how to ensure a smooth transition.

One of the potential strategies recommended by Gartner is to use a bimodal framework, i.e. leverage legacy systems while simultaneously transitioning core competencies into the cloud to enable innovation. HIRO™, a problem solving artificial intelligence from Arago focused on IT automation, supports this vision as it can integrate with any existing infrastructure while helping transfer the knowledge into the cloud to build digital capabilities and take advantage of the big data they enable.

The following Gartner study provides a comprehensive guide to the framework for companies at various stages of digitalization. It is complemented with an introduction to HIRO and its fit into the bimodal approach.
Many CIOs are keen to leverage Gartner’s bimodal model to accelerate their digital business pursuits. This research offers insight into how to do that, while also showing how bimodal complements other established product development frameworks and offering specific examples of bimodal execution.

Impacts

- CIOs are uncertain about how to apply bimodal, thus stalling their digital business journey.
- Most enterprises more than 15 to 20 years old are held back by maintaining a legacy portfolio, challenging CIOs to address renovation so that bimodal innovation can flourish.
- CIOs who mistakenly believe that Mode 1 and Mode 2 teams are completely separate, independent and competitive will fail to achieve their digital business outcomes.
- Many CIOs have successfully implemented bimodal, challenging others to follow in their footsteps.

Recommendations

CIOs:

- Familiarize yourself with product development frameworks that will aid in understanding and applying Gartner’s bimodal model. However, it is important to recognize differences in product development versus digital business, and to adjust practices accordingly.
- Apply tools, methodologies and practices used for a Mode 2 work style where appropriate to Mode 1 teams to gain both speed and effectiveness.
- Apply skilled solution product management to envision, plan and drive solution releases that span modes.
- Use bimodal patterns and case studies as input to your bimodal strategy.

Analysis

Today bimodal capabilities are fundamentally required, as in any period of upheaval and change where there are opportunities to drive new business models and innovative business processes. Bimodal capabilities are required as the means to execute against digital strategies. Since the 2008 global financial crisis, many enterprises have been focusing more on cost optimization and operational efficiencies than on business transformation. Indeed, our IT Key Metrics Data shows 2015 as the highest level of spending on “run the business” and the lowest level of spending on “grow/transform the business” in five years (see Figure 1). As the proportion of “run the business spending” grows, it has the effect of crowding out the investments that could be used for digital business innovation, thus reducing the impact and benefits of a Mode 2 work style.

The difference between the top and bottom industries in terms of grow/transform spending is enormous, as shown by Table 1. Even small changes in spending moving from “run” to “grow” and/or “transform” can make a big difference in terms of digital business outcomes.

### Table 1. Run/Grow/Transform Classification Highest and Lowest, 2015

<table>
<thead>
<tr>
<th>Industry</th>
<th>Run Percent</th>
<th>Grow Percent</th>
<th>Transform Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media and Entertainment</td>
<td>58</td>
<td>27</td>
<td>15</td>
</tr>
<tr>
<td>State/Local Government</td>
<td>70</td>
<td>19</td>
<td>11</td>
</tr>
</tbody>
</table>

With new opportunities arising from the pace of technology innovation and the Nexus of Forces, organizations must adopt a bimodal approach in order to harness those opportunities. Digitalization will not wait, and bimodal both simplifies and focuses digitalization. Most enterprises are not as entrepreneurial in exploiting technology as they need or desire to be, as evidenced by Figure 1, which shows grow/transform spending as flat to slightly declining for five years. Gartner’s bimodal research provides CIOs with a simple model to apply in order to innovate and achieve the differentiation they will need to compete.

Bimodal is the practice of managing two separate but coherent styles of work: one focused on that which is predictable (Mode 1) and the other which is exploratory (Mode 2). Mode 2 requires more of a brainstorming and trial/error set of approaches to achieving innovation, which embraces more risk in the culture. It also ignites innovation investments in areas that are inherently unpredictable, and therefore may require many trials using different approaches to manage the unpredictability and associated risks.

A Mode 2 style of work is required to explore, iterate and execute on digital business opportunities. A good analogy is the way venture capitalists (VCs) invest in as many as 10 or more innovative startup companies expecting one to be a big winner and pay off with enough returns to fund all the failures and still show profitability. Of course in the digital business world, the goal would be to stem losses much earlier in the cycle of innovation (than the VCs do). In the bimodal model, Mode 2 exploration leads to frequent iterations, tests and subsequent learning with “fast failure,” meaning early halting of investments that do not support your hypothesis, or moving forward to greater funding if results show support for the hypothesis, or applying the lessons in a different direction. Yet, Mode 1 work styles that enhance and maintain the core predictable workhorses of the enterprise (like finance, order to cash and inventory) also require investment and culture change to become an agile part of the digital business platform.
This research provides key impacts and recommendations related to CIO interest and uptake trends in leveraging bimodal delivery (see Figure 2). It also offers patterns of bimodal implementation that have been used successfully, and which can spur you toward your innovation journey in pursuit of digital business.

Impacts and Recommendations

CIOs are uncertain about how to apply bimodal, thus stalling their digital business journey

Bimodal is not a new concept, having roots in earlier models of solution product development that have served as guidelines for organizations needing to apply different capabilities and practices to core and emerging growth solutions. Gartner, for example, offers a product life cycle management model and set of disciplines that assists our manufacturing clients to create, guide and continually cultivate products and product portfolios from ideas through retirement to deliver the most value for businesses, partners and customers.

There is a long history of models used to describe and improve business management.1 Both IT and enterprise R&D departments have had their own descriptive models for focusing capabilities necessary to create and manage different kinds of investments that are necessary to incrementally improve the here-and-now (solutions/products/services) while nurturing new discoveries. One of these models for categorizing solution product development capabilities is known as the Pioneers, Settlers and Town Planners (PST) structure from Simon Wardley, as shown in Figure 3. (In the 1960s, Robert X. Cringley proposed Commandos, Infantry and Police as a way of understanding how different the skills and attitudes necessary to successful enterprise R&D, product development and product maintenance were. Simon Wardley recast essentially the same framework in a civil metaphor with PST.)

Bimodal simplifies the intent of the Wardley framework, and focuses IT and enterprise transformation within the broader context of digital business (see Figure 4). Note that Pioneers and Settlers are both essential parts of Mode 2, which we have referred to as experimental and exploratory, respectively. And the Town Planners capabilities map reasonably closely onto Mode 1. The two capabilities in Wardley’s framework called Pioneers and Settlers are essentially two aspects of the Mode 2 capability designed to deal with uncertainty — for example, an innovation lab (experimental) on the one hand and productizing the prototypes or inventions (exploratory) on the other. The Town Planners capability translates to the “core renovation and continued maintenance/enhancement” aspect of Mode 1, where requirements are known and the tolerance for failure is low. Tolerance for failure should not be construed to mean quality as quality is often high in both Mode 1 and 2. Rather, tolerance for failure reflects the experimental and exploratory nature of Mode 2, whereby what you learn may in fact halt an initiative (what’s known as fail fast) rather than sinking more funds into a sinking ship.
The value of mapping Wardley’s framework into bimodal is to call attention to the different capabilities required to deliver solutions on the path to digital business and to the different kinds of business capabilities required in Mode 2 and Mode 1 delivery. Both an innovation lab and a productizing capability are typical components of a Mode 2 delivery. The former delivers a proof of concept, while the latter renders it as a production-worthy solution with sufficient features to engage the external customer or the end user, delivering recognized value. Most enterprises pursuing a Mode 2 strategy will include both innovation lab and productizing in the same organization. Many CIOs adopting a Mode 2 style of work have reported that locating the innovation lab teams in Mode 2 alongside productizing teams (with greater customer interaction) leads to better understanding of product solutions that will be successful.

Where the innovation lab adopts an experimental approach to deliver prototypes to demonstrate the feasibility and explore the potential value of a solution, a Mode 2 productizing team would adopt an exploratory approach using iteration, incorporating a strong feedback loop and evolving the solution toward market readiness. When significantly fewer enhancements are required by customers or end users, and change to the solution has leveled off (because the life cycle or maturity of the product has increased), the solution may transition into a Mode 1 work style, likely with a different team that is skilled and cultured in Mode 1 management techniques.

With Mode 1, the focus will be efficiency and stability and, incremental renovation to address new functional or nonfunctional requirements. Uncertainty and tolerance for failure are highest in experimental approaches adopted by the innovation lab in prototypes, lower in the exploratory work of the productized solution and lower still as a more predictable core solution.

Unlike the product development frameworks like that of Wardley, where products tend to be isolated from each other, in digital business, products and services are partly software that must be integrated with each other. As a result, there is an inherent need for integration between the modes that does not often exist from a more traditional enterprise product R&D perspective.

Some have falsely concluded that Mode 1 is about maintaining business as usual while Mode 2 is all about warp speed. This is misleading. Mode 1 builds on well-understood requirements and Mode 2 deals with degrees of uncertainty and enables exploratory and experimental development. Mode 2 provides a walled garden for experimentation and for developers to acquire new practices — agile and DevOps, to name a couple. Eventually the practices and technologies from a Mode 2 model, including for example, agile development, DevOps and containers, can and will be implemented...
in a Mode 1 model, respecting the important differences in modes around certainty and tolerance for trial and error. Mode 2 presents the opportunity to develop expertise in new techniques and technologies, which may be applied as appropriate to Mode 1 initiatives.

**Recommendations:**

**CIOs:**

- Familiarize yourself with solution product development frameworks, such as that from Wardley, which will aid in understanding and applying Gartner’s bimodal model.

- Recognize that digital business is different from traditional product R&D in that digital business requires CIOs to both integrate and apply performance incentives across the modes to succeed.

Most enterprises more than 15 to 20 years old are held back by maintaining a legacy portfolio, challenging CIOs to address renovation so that bimodal innovation can flourish

CIOs investing in their digital business platform realize that their legacy systems are a prime area of required investment. Legacy systems such as ERP systems, payment systems, electronic health records and financial systems include critical transaction system functionality and data on which the success of their digital programs will depend. For example, new mobile capabilities launched to increase customer engagement will have to integrate with legacy systems to take orders, track shipments and make payments.
Lacking flexible and open application architecture and operational infrastructure, CIOs will struggle to get the speed and agility they seek as they invest in digital business initiatives. As a result, legacy system renovation must be cost-justified as part of the digital business initiative — or earlier if recognized. If it’s an afterthought, or underinvested, results will be significantly delayed or fleeting (and the Mode 2 capabilities will continue to be niche). Moreover, since legacy modernization or replacement requires significant time investment, proactive CIOs justify these investments as a necessary business imperative, not waiting for the digital business moment or innovation idea to spur them, but preparing themselves for the future.

Renovating the core legacy systems can include refactoring (for example, modernizing it through modularization and adding APIs to key functions or data), rearchitecting or replacing it entirely. Replacement can be done through homegrown efforts, or with packaged offerings (either on-premises or SaaS). Part of the process of determining what to do is identifying the critical business capabilities required and whether they are core to your business or a commodity solution. No enterprise can afford to build everything so the main goal is to invest where it makes a difference in terms of differentiation and competitive advantage. For a bank, basic payments may be a commodity, whereas blockchain may offer significant differentiation worthy of investing in research and development. For areas deemed to be a commodity, strategies include:

- Replacement (for example, with SaaS that has more modernized architecture and the API integration points necessary for the Mode 2 model)
- Moving to a more standardized packaged application
- Outsourcing it as is (so that internal skills can focus on the differentiating capabilities)
- Developing the new functionality and architecture in-house only where justified (for example, there may be a need to keep the commodity functionality and wrap it with APIs for access)

Where the legacy systems are differentiating and critical to the success of your digital business initiatives, refactoring and modernization are required investments, especially for those solutions that are more than 15 to 20 years old, and that have lacked ongoing, incremental modernization efforts. Monolithic applications need to be broken down into modular assets that are easier to manage and faster to change, service-centric (so their functions can be called by other applications more easily and through automation) and their data unlocked for efficient access by other applications or services. In some cases, these modernization efforts result in replacing the legacy with a built-from-the-ground-up platform; in other cases, the existing legacy platform is renovated to meet new needs.
The methodologies and tools common in Mode 2 delivery such as multidisciplinary teams, agile, DevOps and continuous integration/delivery may also be deployed for the core legacy systems that are part of the digital business platform. Applying these techniques to Mode 1 enables more frequent development of functionality and capabilities to support digital business initiatives. While releases may not be as often as those in Mode 2, their cadences should be synchronized, so they do not overly delay release of competitive digital business solutions. Typically, we see smaller incremental changes to core legacy systems that have been modernized in the one month to one quarter time frames.

Recommendations:

CIOs:

- Justify renovation as part of the digital business initiative if your core systems are holding you back.
- Transition capabilities developed in Mode 2 such as lessons, methodologies, practices and tools from where appropriate to Mode 1 teams to gain productivity, quality and effectiveness.

CIOs who mistakenly believe that Mode 1 and Mode 2 teams are completely separate, independent and competitive will fail to achieve their digital business outcomes

Enterprise bimodal will require coordination and collaboration across the two modes, as the application systems supporting Mode 1 delivery evolve to become more modular and Mode 2 continues to drive innovation and change. While CIOs will prefer starter initiatives in Mode 2 that have little or no dependency on existing process and systems, they will soon focus on higher impact initiatives. These higher impact initiatives will have interdependencies between the modes. As a result, teams will be interdependent across modes and must collaborate together, with appropriate governance and prioritization across teams. Moreover, implementing performance measures that encourage working toward the same business vision with collaboration and teamwork get the best results.

In maturing bimodal organizations, the interdependence of Mode 1 and Mode 2 solution delivery drives the collaboration of enterprise architecture and solution product management teams in order to manage the interdependencies and prioritize work. The need for collaborative planning across modes will arise when there are interdependencies, for example:

- Building systems across modes — e.g., a Mode 2 work style for a mobile front-end to a Mode 1 work style for a high-volume, back-end service
- Integrating systems across modes via APIs and loose coupling — e.g., a Mode 2 work style for a mobile-cloud digital offering to a Mode 1 work style for core functions of billing/accounting/finance
- Transferring systems across modes — e.g., industrializing or refactoring a Mode 2 solution, or renovating or innovating a Mode 1 solution
- Architecting across modes — e.g., achieving architectural balance consistent with the modular core

In use cases like these, solution product management drives the enterprise product roadmaps, ensures delivery cadences will be achievable and committed to, and manages the necessary revisions to roadmaps and expected delivery dates. Enterprise architecture teams work with solution architects to coordinate any cross mode interdependencies of design and implementation. Since Mode 2 architecture is emergent rather than imposed top down, enterprise architects must reconcile the emergent with the broader higher level architectural patterns to reduce architectural and technical debt.

Recommendations:

CIOs:

- Apply skilled solution product management to envision, plan and drive solution releases that span modes.
- Coordinate Mode 1 and Mode 2 delivery cadences through use of architectural guidance to ensure integration.

Many CIOs have successfully implemented bimodal, challenging others to follow in their footsteps

We get asked the question “What are others doing with respect to bimodal to increase innovation?” The reason we are asked this question is that many CIOs would like to reduce their time to digital business outcomes by following the steps of others that have been successful.

Our response is that it varies and there are multiple patterns of bimodal implementation that can spur you toward your innovation journey which for many include a digital business transformation. The following are patterns we see in the market from our clients with some real-world examples. CIOs can benefit by assessing these patterns and which ones may work for their organization. Some patterns have low risk of entry and we suggest just getting started; as you trial innovation methods, more formal processes can and should be put in place.

Specific Innovation Initiative

Sometimes an initiative is proposed that would benefit by a Mode 2 approach to try to find a solution to a known problem area to which the solution or answer is not known. In these cases, a specific innovation initiative is funded with the goal of exploring solutions to these problem areas. These problem areas can be highly transformational or more tactical in nature.

An example of a strategic initiative is a large multinational bank putting together a team of architects and engineers to explore how to remake the company’s entire worldwide network architecture to
enable the speed and programmability it needs to bring new products and services to market. This exploratory Mode 2 initiative will evaluate and develop the new architecture, and once approved will implement it over time with as little as possible impact to existing banking services. Eventually, the new network architecture will be part of the banks’ digital business infrastructure platform and managed with a more predictable Mode 1 work style.

An example of a more tactical initiative that also has potentially high impact is a retail company’s targeted investment of a Mode 2 delivery to ideate, prototype and test potential solutions to the problem of shopping cart order completion when it is under $10 in value. Closing even a fraction of these orders means millions of dollars in revenue. After exploring and testing various solutions to achieve the closure goal, those that are correlated to closure are further tested from a financial perspective to be sure the cost is worth the ultimate value of full investment in the solution. Once a solution is funded and implemented, it becomes part of the larger e-commerce product set.

Innovation Lab

Some organizations start by funding an innovation lab consisting of a small number of IT personnel intended to shake up the enterprise thinking through collaboration and experimentation. These labs typically engage business leaders through half-day workshops where brainstorming together (with new perspectives of the lab team) results in digital business ideas to further explore and test. The lab works with business stakeholders using exploratory Mode 2 methods to prototype the ideas and to test them. Should they be promising, a business case is put together for full funding of the initiative. The innovation lab works in many ways like a startup company inside the enterprise. For a real case study perspective, see the write up on PostNord in “Building the Digital Platform: The 2016 CIO Agenda.”

Part of the Culture

Some companies foster innovation and risk taking as part of the company culture — e.g., they have achieved a Gartner bimodal model of Phase 3 or synthesized. Take Netflix for example, which has reinvented itself multiple times from its early days as a DVD rental company to what now is a content production company. Netflix has created a link between the values it espouses in its culture to the specific employee behavior it seeks. Netflix sums up its culture as “Freedom and Responsibility.” It hires people that excel in this culture. It fosters innovation through its culture.

Enterprises that seek to make innovation part of the culture have one of two methods of getting there. The first is a more tactical approach of investing in Mode 2 projects, with success breeding success and ultimately changing the culture incrementally. The second is a larger digital business transformation initiative, which requires top-down executive support and leadership.

Techquisitions

It is common for IT companies to make IT acquisitions to advance their products, services, business operation, time to market and talent while infusing new culture into the organization. Cisco, for example, has acquired four companies so far this year and Microsoft has three including its most recent bid for LinkedIn. As digital business transformation becomes more and more critical, traditional brick-and-mortar companies are stepping up their game with acquiring IT companies, which we refer to as techquisitions. Techquisitions typically jump-start Mode 2 because they are buying companies that have Mode 2 methods, techniques and practices. Over time, these Mode 2 capabilities are transitioned where appropriate to the core teams. Similarly to technology company acquisitions, often these techquisitions result in new business units (at least initially) to preserve their talent and innovation. Examples across multiple industries include:

- GE’s 2016 acquisition of Daintree Networks, an energy analytics software provider
- Under Armour’s acquisition of MapMyFitness, Endomondo and MyFitnessPal, providers of health tracking, fitness, nutrition and analytics software
- Northwestern Mutual’s 2015 acquisition of LearnVest, maker of financial planning software

For more information, see “The CIO’s Role in Successful Techquisitions.”

Recommendations:

CIOs:

- Use bimodal success stories of others to learn from and use to plan your bimodal execution strategy.

CIOs who lack CEO support for a digital business transformation:

- Invest incrementally in bimodal, and grow capabilities through successes.

Evidence

Gartner has fielded over 1,100 inquiries on bimodal between January and July 2016.

Examples of various models to improve business management include the McKinsey 7-S Framework (Peters, Waterman, Athos and Pascale), Theories X, Y (McGregor) and Z (Maslow, Ouchi, Reddin) and Lean Startup (Ries).

Source: Gartner Research Note G00310681, Donna Scott Mike West, 19 August 2016
Enable Digital Transformation through Artificial Intelligence
Implementing Problem Solving AI Leverages Each Stage of Digitalization

As outlined by Gartner, a digital transformation of business is a complex process which can be simplified if companies leverage bimodal tools and strategies. In particular, they need to keep maintaining legacy platforms that ensure stable and risk-free business operations in conjunction with developing cloud capabilities to drive innovation. Additionally, as the digital business grows, companies need to transition from legacy platforms, making sure they retain core competences and related knowledge.

HIRO, a problem solving artificial intelligence from Arago focused on IT automation, facilitates the transition, while driving operational excellence as it achieves automation rates above 90% for the entire IT stack.

HIRO supports legacy systems as it can be integrated into any existing IT infrastructure. The integration is realized through a comprehensive connection framework. Further, HIRO is able to independently automate any IT environment or to work on top of economy of scale based approaches like runbooks, scripts and S.O.P. While these approaches stagnate between 30-50% automation, HIRO is able to leverage them driving the same automation level as it does independently.

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HIRO recovers $4M in annual revenue for a large IT Service Provider

<table>
<thead>
<tr>
<th>Challenge</th>
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<tbody>
<tr>
<td>• Customer contracts bound to inventory values for a large IT Service Provider.</td>
</tr>
<tr>
<td>• Mismatch on inventory provides inconsistencies on multiple ITSM Platforms, multiple Monitoring Platforms and one ERP Platform for accounting/inventory purposes, resulting at 70% data accuracy.</td>
</tr>
<tr>
<td>• Resulted in estimated loss of revenue $4M annually.</td>
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<table>
<thead>
<tr>
<th>Solution</th>
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<tbody>
<tr>
<td>• HIRO discovers values within systems from applications, machines, customer information, and billing class for device.</td>
</tr>
<tr>
<td>• HIRO updates and reconciles CMDB information on the ITSM platform, monitoring platform client tenant information and the ERP data set to include accurate information for client inventory and billing purposes month over month.</td>
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<tr>
<th>Result</th>
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<tr>
<td><strong>Before HIRO</strong></td>
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<tr>
<td>Data consistency</td>
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**Before HIRO, annual loss of revenue due to inconsistency was estimated at $4M.**

**HIRO achieved 99% level of data consistency and eliminated loss of revenue.**
HIRO enables modernization of legacy systems as it captures existing knowledge to be accessible in any environment. Specifically, while HIRO is an artificial intelligence that learns from humans, it stores knowledge in the form of knowledge items, atomic and contextual bits of code. It then utilizes the knowledge items to solve problems with a machine efficiency.

Knowledge items are 80% reusable within an organization which enables scalability and automation rates that grow exponentially as technology moves forward. The flexible structure allows for the new knowledge items to be added on ongoing basis, reflecting modernization of the systems. Thus, the change is fluid, which allows companies to focus on vision instead of change management.

Companies can leverage HIRO to ensure a smooth migration to the cloud. As this process is oftentimes quite complicated and cumbersome, this can cause failures when done manually. HIRO helps keep systems in check during the process to ensure that data interdependencies are carried through.

Oftentimes, maintaining privacy for data that must be protected for business or regulatory reasons is a substantial concern in cloud migration. HIRO enables compliances and regulations to be automatically applied in every single step of the migration and beyond.

Not only this approach prepares companies for digitalization, but it also positions them for an ongoing transformation ahead. While the machine performs routine processes and ensures security and regulatory compliance, scarce IT resources are freed up to focus on strategy and innovation.

As enterprises migrate to the cloud, they can leverage HIRO for future growth and monetization. Digitalization brings along access to big data which are oftentimes unstructured and hard to analyze and, therefore, remain not acted upon.
While automating processes and improving service quality, HIRO captures data and maps the acquired knowledge into a semantic data graph. This allows businesses to get into a new level of business intelligence. One of the applications of graphed data is a gained transparency into a root-cause analysis, which, in turn, helps eliminate inefficiencies.

Through a set of APIs and the connection framework, HIRO integrates cloud with existing backend systems and provides application telemetry to improve productivity.

This structured approach to data enables businesses to re-invent themselves in order to stay competitive in the ever-changing market. As the data are organized into a graph, companies can build and deploy mission-critical business applications for various platforms to make the most of the cloud. Similarly, HIRO's data graph can be utilized to leverage IoT, BPA, and other AIs.

Thus, HIRO extends the role of IT from a technology supplier to a strategic enabler of the business.

Source: Arago
Arago is a high-tech company driven by the spirit of German engineering. We are building disruptive technology focused on the B2B sector using artificial intelligence and analytical components. We operate in the fast moving environment of high-tech without forgetting that solving big problems takes time, precision and excellence.

In our engagements we focus on completing tasks and projects instead of opening new streams and pushing new buzzwords. Our win-win and 100% project success philosophy combined with a 20 year delivery track-record makes us a reliable and valued partner in the complex field of corporate IT.

Our efforts are focused on giving people back their time, they currently spend in mindless processes. We are applying our technology in the area of enterprise IT, because there is a high demand for great IT people while at the same time corporate IT keeps their best people busy merely to keep the lights on. With our approach to automating IT operations across the board a machine with human problem solving skills can be taught by the experts who can move on to more important tasks.

Our solutions are built to automate enterprise IT operations to an extent not seen before, because a machine with human problem solving skills can take on tasks even in heterogeneous, individualized and fast changing environments.

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