What is HIRO™?

HIRO™ is an unique AI platform that consists of three major human abilities: learning, understanding, and reasoning. Powered by Arago's algorithms, HIRO™ uses these three capabilities to solve problems, make decisions, learn and optimize itself continuously. HIRO™ by nature can be used to automate a wide variety of IT and business processes in today's rapidly changing environment. Furthermore, HIRO™ also can prepare the business for the upcoming AI era.

How does HIRO™ work?

HIRO™ acquires its knowledge through KIs, which are atomic pieces of knowledge written by IT experts. These KIs contain information including when HIRO™ should be triggered, in which environment it should work and what needs to be done, which can consist of actions, decisions or analyses. KIs are reusable up to 80% within an organization, which enables customers to adapt to the ever-increasing speed of change in their IT environments.

Benefits

❯ **cost-saving**: 30-50% overall IT operation costs reduction.

❯ **efficiency**: 23X faster to execute IT tasks and improve 50% efficiency.

❯ **innovation**: Seamless integration with any existing IT systems; 80% faster for new technology adoption.

❯ **ip protection**: Retaining company's intellectual property.

❯ **data optimization**: Converse your IT intelligence into reusable assets by mapping data into a semantic graph.

Resources

HIRO™ portal provides statistical information to monitor, track and analyze automation activities. It also provides resources for enterprises to improve the automation rates.

HIRO™ community: KIs can be shared, requested and reviewed collaboratively by logged in users and Arago's experts. It also offers an enterprise functionality where KIs and KI bundles can be shared exclusively within organizations.

Case study: Patch Management

A U.S. based multinational technology company, operating through software, business and technology service.

A total 22,880 hours are spent for 16 patching maintenance activities, including 1,200 individual applications each year. 8 Admins are required at the service provider's and client's sites. Coordinating workflow and schedules is the major bottleneck.

If the process is not done in the correct order through the process, a severity ticket can ensue and cause an outage.

hours spent on patch management / year

25 000	
20 000	22 880
15 000	
10 000	
5 000	
0	2 400

without HIRO™   with HIRO™

❯ A total saving of 20 480 hours

❯ 8.5 x faster than manual process

❯ No admin required

❯ Errors being minimised

❯ Nearly 100% automation rate*