

OPERATIONAL INTELLIGENCE

Operational Data Ingestion & Integration

One ingestion layer for every signal across the enterprise stack.

THE CHALLENGE

Enterprise IT environments run on a mix of legacy and modern platforms — each generating its own stream of logs, metrics, events, traces, and transactions. Without a common intake layer, this telemetry stays fragmented across disconnected monitoring tools. Teams end up correlating manually across systems, chasing redundant alerts, and missing dependencies that only surface after users are already impacted.

The result isn't a shortage of data. It's a shortage of unified data.

THE SOLUTION

HEAL AIOps, powered by iStreet Network, ingests and integrates operational data from across the full technology stack — legacy and modern, on-premises and cloud-native — into a single, standardized layer that feeds the AIOps intelligence pipeline.

It does not replace existing monitoring and observability investments. It connects to them through secure Agents, Connectors, and a standardized data model, unifying what they already collect and extending the value of tools already in place, rather than asking teams to rip and replace them.

KEY CAPABILITIES

Multi-Source Ingestion

Connects metrics, logs, events, traces, and transactions from applications, infrastructure, cloud, and network layers into one continuous stream.

Agent-Based or Agentless Collection

Native Agents for deep, real-time capture, or Connectors that plug into APM and monitoring tools already in place.

Standardized Data Model

Normalizes disparate formats into one consistent structure before correlation.

Open APIs

GRPC for high-throughput telemetry, REST for orchestration and custom systems.

TECHNICAL OVERVIEW

Data types ingested	Logs, metrics, events, traces, transactions
Integration methods	Agents, Connectors, REST APIs, standardized data models
Deployment environments	On-premises, cloud-native, containerized, hybrid
Existing toolchain compatibility	Integrates with existing observability, monitoring, and ITSM platforms

INGESTION ARCHITECTURE

Data is validated and pre-processed on arrival, then streamed in real time to a unified operational data repository and to the AIOps Machine Learning Engine at once. The Machine Learning Engine consumes this same stream in two modes – real-time, to detect anomalies as they happen, and batch, to learn behavioral baselines over time.

Collection: Agents & Connectors

Agent-based — Native Agents, managed through an Agent Controller, collect telemetry directly at the source.

Agentless — Connectors interface with APM, network monitoring, and log-processing tools already deployed, with no new agent required.

Connectors & Monitoring Integrations

Pre-built connectors include Prometheus, Grafana, Splunk, and ELK (Elasticsearch, Logstash, Kibana), alongside native OpenTelemetry support and connectors for AWS, Microsoft Azure, SAP, and Kubernetes.

ITSM & Workflow Automation

Correlated signals route to ITSM and workflow automation platforms to trigger tickets and remediation actions — including a native ServiceNow integration, with broader ITSM orchestration handled through REST-based interfaces.

APIs & Topology Mapping

REST handles topology, orchestration, and integration with custom or in-house systems, authenticated through centralized identity and access management. A live map of entities and relationships gives correlation and root cause analysis a dependency-aware view of the environment.

USE CASES

Multi-cloud and hybrid consolidation — One pipeline instead of per-environment dashboards.

Legacy-plus-modern integration — Extends intelligence to existing tools without a forced migration.

Cross-team convergence — A common data foundation for NOC, SOC, and platform engineering.

BUSINESS OUTCOMES

Faster detection — Removes tool-by-tool manual data-gathering before analysis can even begin.

Lower integration overhead — Deploys through existing toolchains, with no replacement cycle required.

Full-stack visibility — Coverage across legacy and modern systems closes blind spots that fragmented tooling leaves open.

A shared data layer across teams — The same unified telemetry that supports a converged Resilience Operating Centre model across NOC, SOC, and platform engineering.

70%

Noise reduction

60%

Faster recovery

90%

Faster RCA

99.99%

Uptime, typically within 90 days

Correlation, prediction, and automated response are only as strong as the data underneath them. A unified ingestion and integration layer is what makes the rest of the HEAL AIOps pipeline possible: consistent inputs, connected across the full stack, without disrupting the tools already doing the collecting.

ABOUT I STREET NETWORK

iStreet Network Limited is an enterprise-grade, sovereign AI ecosystem. At its core is Sanjeevani of AI™ — iStreet's AI Centre of Excellence and integrated framework, bringing observability, security, governance, risk, and compliance together as one connected architecture. Unified observability is where that architecture meets daily banking operations, and the Resilience Operating Centre is where it runs.