**Press Release**

**Centreon prepares enterprises for emerging AIOps needs**

*Monitoring on the go, accelerated root cause analysis and an enhanced user experience are among the highlights of the 20.04 software update.*

**Paris and Toronto - April 22, 2020 -** [Centreon](http://www.centreon.com/), a trusted business-aware IT monitoring provider for always-on operations and performance excellence from cloud to edge evolves its platform at the same speed digital businesses are innovating. The journey to modern IT is a constant work in progress that requires a flexible platform capable of integrating ITSM and IT automation tools, monitoring on premises and all cloud technologies, while remaining open to enable future innovations. The latest Centreon update, 20.04, enhances the monitoring experience with a new event management user interface and a mobile app to help accelerate root cause analysis, on top of paving the way for AIOps capabilities.

Gartner predicts that by 2023, 40% of DevOps teams will augment application and infrastructure monitoring tools with Artificial Intelligence for IT operations (AIOps) platform capabilities.\* Such capabilities significantly increase the comfort of managing a high volume of alerts. They optimize the response time by correlating behavior patterns with the likeliness of an incident occurring with the help of machine learning (ML) and artificial intelligence (AI). Centreon is unveiling today a cloud-augmented architecture which allows machine learning algorithms to be natively applied to any of its monitoring metrics or events. Centreon is also currently beta testing the first feature supported by this architecture, Anomaly Detection, which harnesses AI/ML to accelerate the detection of unusual patterns.

“The addition of a cloud-augmented architecture extends Centreon capabilities, which were already well established and distributed between cloud and on premises,” explains Julien Mathis, Co-Founder and CEO Centreon Europe. “We’re now also bridging domain-centric and domain-agnostic AIOps, adding another layer of confidence for enterprises that are not yet decided on their IT future.”

“Complexity in IT infrastructure will only accelerate over the next five years,” adds Romain Le Merlus, Co-Founder and CEO Centreon North America. “We expect human ITOps to need the support of AI algorithms embedded in all their ITOps tools to ensure conformity to SLAs, and this is a need Centreon will be ready to support.”

Centreon also unveiled a new event management user interface which will speed up root cause analysis. The interface was developed with the help of its community of users through a design workshop. The company is also introducing a new mobile app offering the same level of functionality, which will help IT monitoring teams stay on top of their game, day or night, from anywhere. The free app is available for Apple iOS and Google Android mobile devices.

**More information on the 20.04 update is available here:** [**Centreon 20.04 video**](https://www.youtube.com/watch?v=mt3z21yBy9I&feature=youtu.be) **or** [**Centreon 20.04 blog post**](https://www.centreon.com/en/blog/6-key-features-of-centreon-20-04-and-why-you-should-start-using-them/)**.**

**Centreon users can simply connect to their platform to update to the latest version.**

**About Centreon**

Centreon is a global provider of business-aware IT monitoring for always-on operations and performance excellence. The company’s AIOps-ready, business-aware IT monitoring platform is renowned for its unique ability to monitor today’s complex and converging infrastructures, from Cloud-to-Edge. Privately held, Centreon was founded in 2005 with roots in open source software. The company continues to steward a dynamic open source framework and a growing, vibrant global community of 200,000. Today, Centreon is trusted by organizations of all sizes across a wide range of public and private sectors. Its head offices are located in Paris and Toronto, with sales offices in Geneva, Luxembourg and Toulouse. For more information, visit [centreon.com](http://www.centreon.com).

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\*Market Guide for AIOps Platforms, 7 November 2019, Analysts: Charley Rich, Pankaj Prasad, Sanjit Ganguli

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