Simplify and optimize application management across data silos

IBM Concert helps organizations proactively manage IT operations, mitigate risk, and enhance resilience with AI

Highlights

Optimize your application management with AI-driven insights

Get a 360-degree view of your application

Address application challenges across different use cases

Modern day applications create an overabundance of siloed data. Each stage of the application lifecycle involves hundreds of tools scattered across disparate operating environments. People simply don't have the capacity to process these vast amounts of data to keep pace with your organization.

In addition, it's challenging to get a unified view across disparate systems and tools—often leading to blind spots along with costly inefficiencies and vulnerabilities. Handling all this is a job for automation and AI.
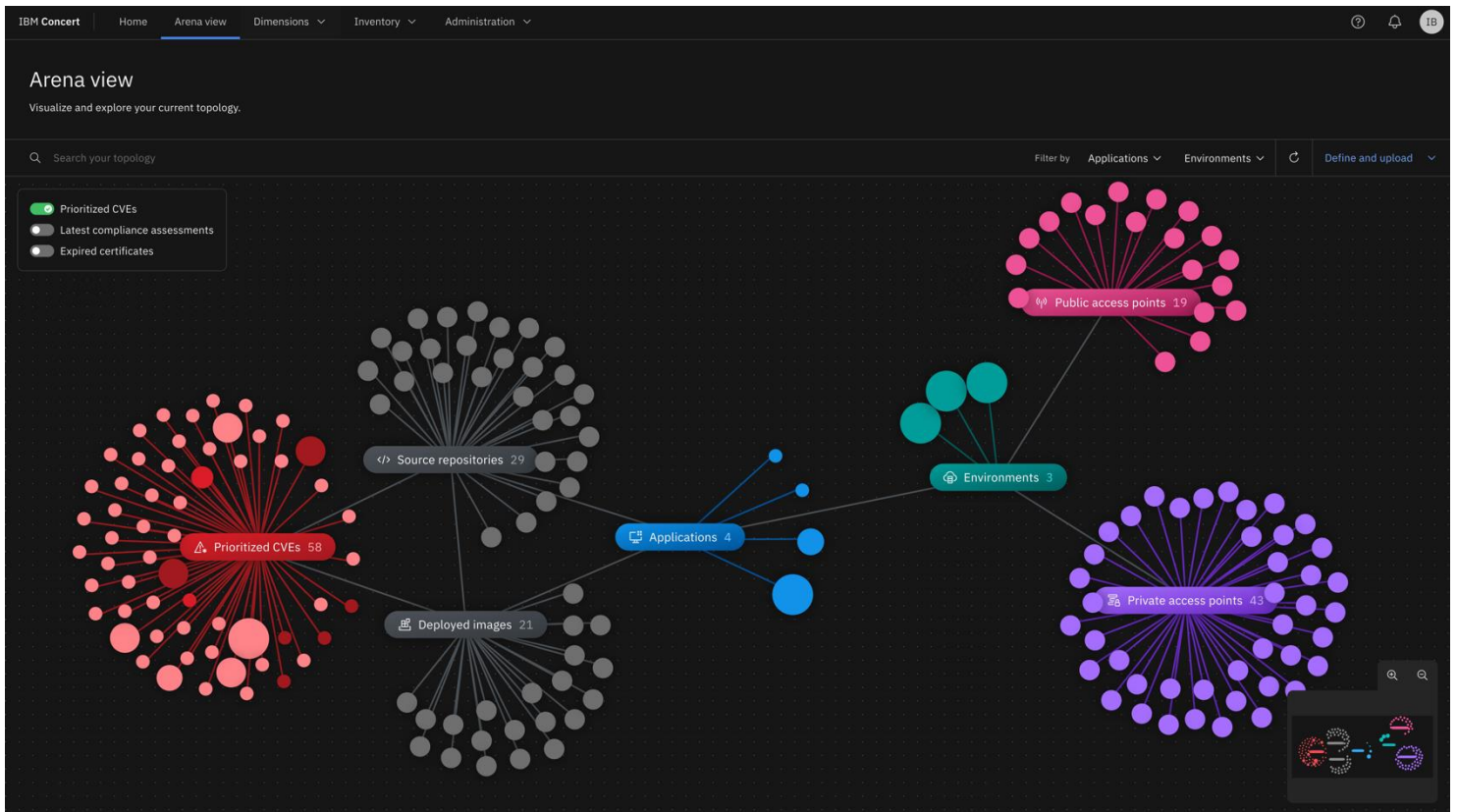
The Concert "Arena" view cuts through the complexity of application management, helping you visualize the correlation between your applications, environments and public access points.

Optimize your application management with AI-driven insights

IBM Concert® connects fragmented application data across tools and environments, turning it into actionable, AI-driven insights and automated workflows. Powered by IBM watsonx™, Concert uses generative AI (gen AI) to uncover hidden connections in previously siloed data to optimize your applications' operations.

By improving risk posture and strengthening operational resilience, Concert® helps organizations proactively identify issues, mitigate disruptions, and streamline decision-making. It eliminates the blind spots created by siloed systems and brings critical intelligence into a unified view—enabling IT and business teams to act faster and with greater confidence. Built for hybrid and multi-cloud environments, Concert helps teams operate more securely, efficiently, and predictably while maintaining control over increasingly complex application ecosystems.
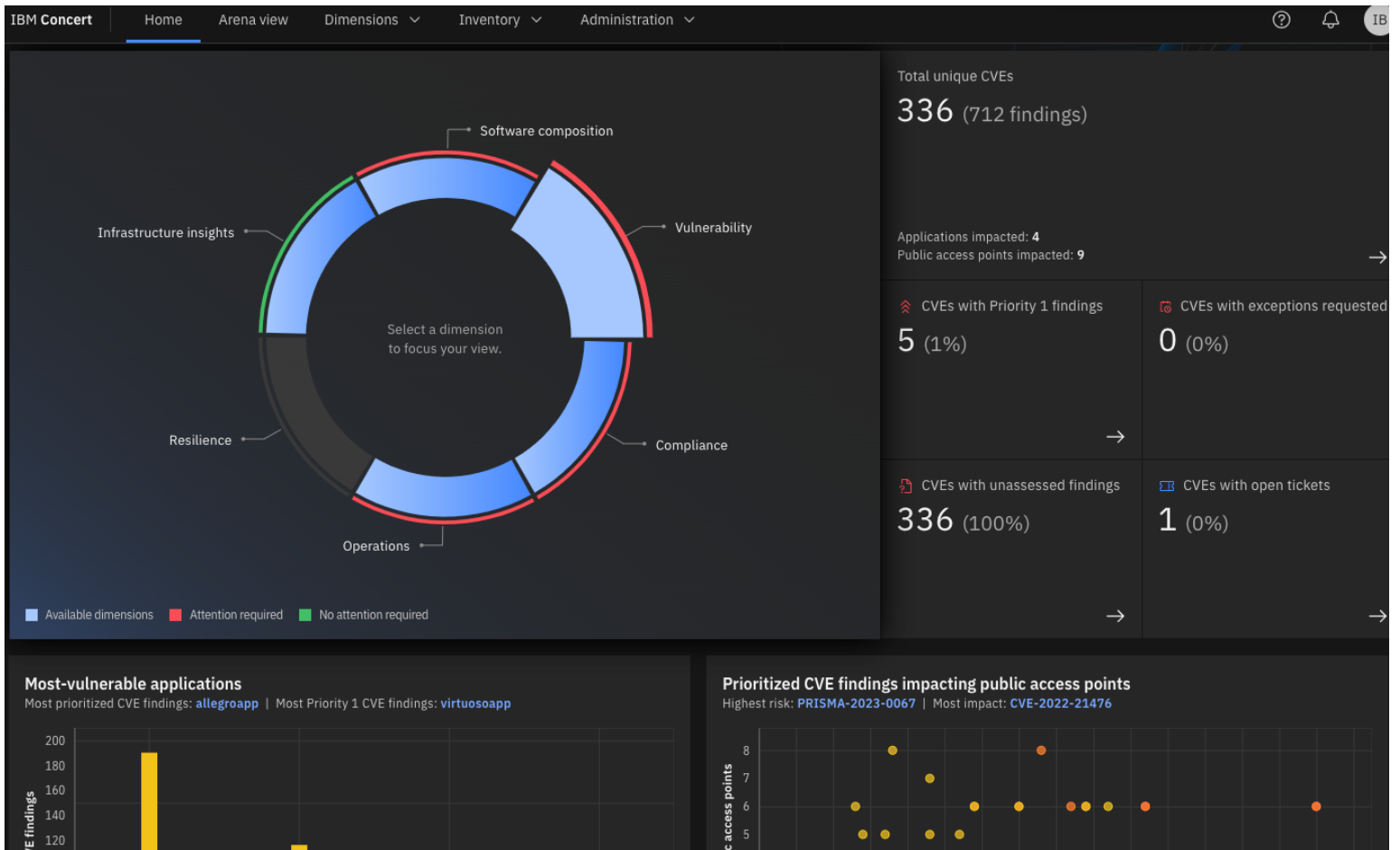
The Concert App 360 view consolidates key information related to your environments and toolsets, giving you the power to address vulnerabilities, resilience gaps, compliance issues, expiring certificates and more.

Get a 360-degree view of your application

Concert integrates with various monitoring and analytics tools to present a unified dashboard, helping users quickly identify and address issues, optimize performance, and ensure that the application meets business requirements. It brings all your disparate data into one place, then analyzes dependencies and connections to give you a 360-degree view of your application.

Concert also generates outcome-driven recommendations related to risk, compliance, resilience and more to help you identify optimization opportunities. Plus, you can use its natural language interface powered by IBM watsonx and data-visualization capabilities to quickly delve into the most pressing issues and implement recommended remediations.

↑ 90%

Faster CVE mitigation[1]

↓ 98%

Reduction in certificate identification and verification time[1]

Address application challenges across different use cases
Concert lets you explore the health of your applications in depth to address application challenges across a variety of use cases. Evaluate factors from risk and compliance to security and resilience so you can get strategic recommendations you can quickly turn into action.

- **Resilience posture**
  Unlock a new standardized and repeatable approach to application resilience. IBM Concert uses AI-powered insights, intuitive visuals and automated actions to help organizations measure, improve and sustain application resilience across hybrid, multi-cloud and heterogenous environments. Designed for SREs and business stakeholders, it correlates diverse data sources to surface leading and lagging indicators, providing meaningful insights and automated remediation to minimize disruptions before they impact the business.

- **Application vulnerability**
  Concert leverages the power of AI to analyze your application's dependencies in the context of a CVE—vulnerable code paths, endpoints, CVSS scores, and more—presenting it as the Concert risk score. This capability helps application owners and SREs minimize application security risks and speed up resolution by eliminating false positives and duplicates and prioritizing CVEs based on impact, allowing them to complete CVE mitigation processes more than 90% faster than before.[1]

- **Certificate health**
  Concert empowers security and IT teams to keep track of expiring certificates in a single pane of glass. Concert consolidates certificate data with knowledge of environments and applications, providing more specific context to where expiry risks may be. This centralized, proactive approach to certificate management protects your operations from disruptions and security breaches. It can also reduce certificate identification and verification time by up to 98%.[1]

- **Compliance evidence**
  Concert embeds compliance monitoring into the application lifecycle, offering application owners and SREs a unified view of compliance impacts for streamlined collaboration across teams. This helps guard against compliance and control deviations to minimize exposure and shifts compliance testing earlier in the application management lifecycle.

- **Software composition analysis**
  Concert helps developers and application owners better evaluate problematic source code libraries and licensing risks by improving visibility into the security and license risk of open-source and third-party libraries. It can identify the highest-impact software composition risks to your operations, offer actionable insights and suggest clear remediation paths.
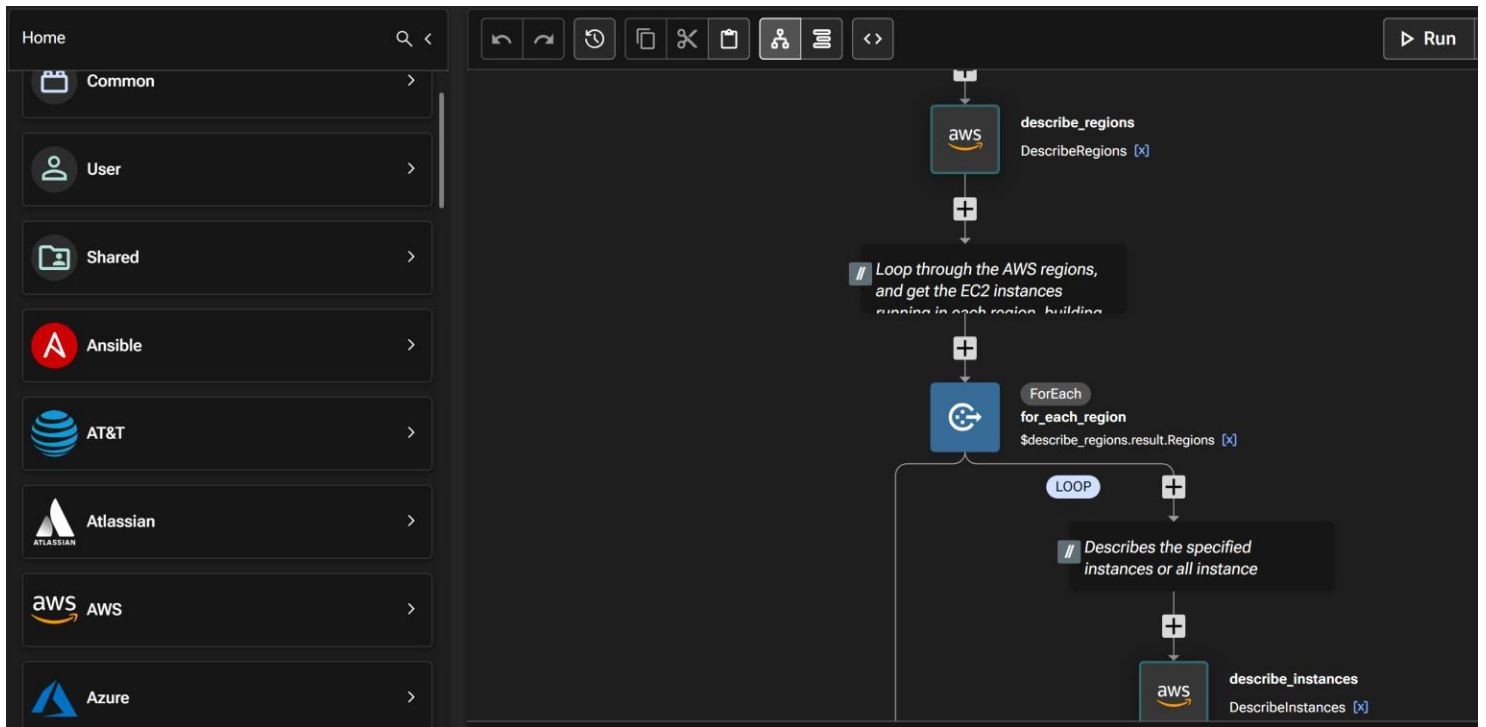
Concert Workflows enables you to build and productize automation services that can be used across departments. It seamlessly integrates with existing tools and triggers workflows from anywhere.

Uncover actionable insights with AI
Concert works with your existing tools and datasets to bring the power of AI to analyze data in real time, providing you strategic insights and recommendations across multiple dimensions, within a single context of an application. Concert also integrates seamlessly with many ticketing tools such as Atlassian Jira, GitHub, ServiceNow, Salesforce and more to prepopulate tickets with recommended remediation and additional context which can help your organization become more efficient.

Turn insights into action with Concert Workflows®
Concert Workflows® is the automation engine within IBM Concert that operationalizes resilience by transforming recommendations into action. It enables secure, scalable automation across hybrid environments with low-code orchestration, AI-powered workflow creation, integration with a vast array of tools, and the ability to add additional vendors in 15 business days—helping organizations accelerate remediation, reduce manual effort, and improve their operational risk posture. With Concert Workflows, users can also incorporate RPA tools, BPA tools, scripts and other automation assets into larger workflows, maximizing existing investments in automation.

Whether automating patch management, certificate rotation, or orchestrated risk remediation, it breaks down silos between security, operations, and development teams to drive context-aware, enterprise-wide action. By accelerating time to value and enhancing agility, Concert Workflows enables organizations to proactively manage risk, reduce downtime, and ensure continuous operational stability at scale.

Simplify and optimize application management across data silos

Why choose IBM Concert?

Go beyond siloed data
Application owners and SREs need to analyze data across multiple environments and toolsets to effectively address application issues related to risk, compliance, cost and other factors. But data silos often prevent them from having a holistic view.

Concert meets you where you are, integrating and ingesting data from all of your current application management tools. The software pulls it into a single place and uses AI to eliminate data silos and provide a 360-degree view of your applications.

Go beyond simple data analytics
Most application management tools generate suggested actions based on simple algorithms or "if/then" logic, forcing application owners to contextualize, prioritize and create an action plan based on limited data.

Concert is aware of how an application operates and goes much deeper. It uses AI to delve into your application architecture to understand its dependencies and connections. Concert then suggests optimization actions, prioritized by impact, which help facilitate business-oriented decision-making. It goes even further by triggering automations based on recommendations it provides.

Go beyond static dashboards
Static dashboards often lack context on factors like risk and resilience. By contrast, Concert provides interactive application topology diagrams and historical records that place your application data in an operational context. Plus, the chatbot interface allows you to ask specific questions such as "What can I do to fix this problem?" or, "Which vulnerabilities should I prioritize?" Within seconds, Concert can generate insightful analyses and actionable recommendations you can act on immediately.

Go beyond environment-limited app management
A good number of application management vendors today only cater to either cloud-based applications or on-premises ones. This fails to address the reality that most large enterprise applications today are running on hybrid cloud environments.

Concert is designed for hybrid cloud environments, so it lets you manage your applications seamlessly across multiple environments, whether they are on premises, in the cloud or part of a hybrid environment.

Conclusion
IBM Concert helps solve a persistent problem in application management: providing application-centric insights in a world of siloed, infrastructure-focused tools. With Concert, your IT teams can proactively identify issues, mitigate disruptions, and streamline decision-making.

Unlock a new level of application-centric insights with IBM Concert.

Start your free 30-day trial　　　　→

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1. Accelerating CVE management at scale with gen AI, IBM, 17 October 2024

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