

DOCUMENTATION

Overview

HEAL Software Inc.

HEAL is an AI-driven IT operations platform. It predicts, finds, and prevents application and infrastructure problems before users feel the impact.

What HEAL does

- Spots early warning signs before they turn into incidents.
- Runs automatic root cause analysis to cut manual triage time.
- Triggers self-healing actions to reduce on-call work.
- Catches issues that simple threshold-based monitoring misses.

How it works

HEAL learns the normal link between two things.

- **Workload.** The volume, mix, and payload of incoming requests.
- **Behavior.** How the system responds. Latency, errors, and resource use.

When that link breaks, HEAL flags it as a signal.

Machine Learning Engine (MLE)

The MLE produces four output types.

- **Events.** Raw observations from monitoring data.
- **Early warnings.** Leading signs of an upcoming issue.
- **Incidents.** Confirmed problems that need action.
- **Signals.** Linked patterns across the stack.

Situational awareness

HEAL adds context that other tools miss.

- Seasonal patterns (daily, weekly, monthly).
- Rollbacks and deployments.
- Resource contention.
- Transaction-level dependencies.

Preventive healing

HEAL finds the root cause, picks a fix, and runs the action. It can run on its own, or wait for an operator to approve the action.

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Data flow

1. **Collect.** HEAL agents gather workload, performance, and infrastructure data.
2. **Correlate.** The MLE links workload patterns to system behavior.
3. **Detect.** Anomalies show up as early warnings or incidents.
4. **Diagnose.** Root cause analysis points to the failing component.
5. **Heal.** Automatic or operator-approved actions are triggered.
6. **Report.** Dashboards show health, trends, and outcomes.

Next

- Who should use HEAL . roles and use cases.
- Getting Started . log in and find your way around.
- HEAL UI Security . how sessions are protected.

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