



# Full-Stack AIOps—Proven Capabilities, Now SaaS Simple

With the Full-Stack AIOps platform, powered by Operations Bridge, you'll get automated discovery, monitoring, and remediation for your whole IT estate—multicloud and on premises, applications and infrastructure. Now available as public or private cloud SaaS.

## Operations Bridge at a Glance:

- **Regain Full Observability of Your IT Estate:**  
Automate discovery and monitoring—on premises and in the cloud.
- **Evolve Your Monitoring for Modern Cloud Application Architectures:**  
Get the data you need with OpenTelemetry and lead your users to the right data with guided workflows.
- **Reduce Noise and Uncover Probable Root Cause Faster with AI:**  
Transform data into accurate, actionable, AI-based insights.
- **Share Business Insights:**  
Communicate and collaborate with IT and non-IT stakeholders with dashboards and reporting or use your own BI tool.
- **Your Choice of Deployments:**  
Flexible cloud deployment with public SaaS or managed private cloud. Or deploy on premises or your own cloud account.
- **Get Ready for a Seamless Transition to SaaS:**  
Onboard Operations Bridge to a public SaaS or managed private cloud environment with our Professional Services consultants.

If you are like most companies, you have hundreds or thousands of apps and infrastructure components. Your monitoring is getting you what you need, but you still need to find and fix problems faster.

And like most companies, you're probably moving more applications to the cloud while some must stay on premises. Now your job monitoring applications and infrastructure is even more complex.

It's time to get better observability combined with automated discovery, monitoring, and remediation to reduce incident escalations and war rooms.

<sup>1</sup> *Strategies of Top Performing Organizations in Deploying AIOps*, Bojan Simic, President and Chief Analyst, Digital Enterprise Journal

Transforming your IT operations means you'll be able to:

- **Regain full observability of your IT estate.** Without a clear view of how IT assets and services are connected, you can't find and fix issues fast enough. OpenText™ Operations Bridge boosts visibility with automated discovery and monitoring—on premises and in the cloud. You can cover all the bases with agent-based and agentless monitoring. You can also consolidate all data, even from hundreds of third-party tools. You'll see and do more—faster.
- **Reduce noise and uncover probable root cause faster.** Powered by machine learning, Operations Bridge automates log, event, and metric analyses. Swiftly analyze data at scale, from any source. And pinpoint



Figure 1. Full-Stack AIOps

**“Eighty to ninety percent of infrastructure failures are detected by the monitoring system and do not reach the incident stage. The ability to identify problems before they are noticed and turn into incidents is a huge advantage.”**

**DENIS ZELTING**

Head of Monitoring Development  
National Settlement Depository

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every anomaly with real-time AI-enabled automated event correlation, historical analysis, and interactive visual analytics. That's how you transform your data into actionable insights.

- **Redirect resources to digital innovation.** IT is often viewed as a cost center rather than a strategic business partner. Change perceptions by driving efficiencies across IT operations with automation. Then display business savings—in hours and labor costs—on dashboards in real-time. When business leaders see smoother operations, happier users, and freed-up IT resources shifting to digital innovation, your strategic value will be clear. One user saved over \$1M in their first year of automation to \$4M in year three. They were able to automate the repair of 95% of known problems.
- **Run operations with SaaS-based agility.** Constant IT change requires rapid response. Using our flexible SaaS solution, there are no lengthy installations, ongoing maintenance, complex upgrades, or capital expenditure approvals needed.<sup>2</sup> Enjoy 24x7 support, instant access to the OpenText™ OPTIC Data Lake, and the ability to meet dynamic requirements at scale. You're up to date with SaaS.

You'll be able to find and fix problems faster with these capabilities:

- Automated discovery of applications, infrastructure, and topology/service dependencies.



**Figure 2.** Examples of the outcomes of using Operations Bridge

- Multivendor, cross-domain data consolidation and analysis (real-time and historical access to metric and event data).
- Service impact and KPI assessment.
- Synthetic and real end-user experience monitoring.
- Bi-direction synchronization with popular ITSM tools gives you a [Closed Loop Incident Process \(CLIP\)](#).
- Role-based stakeholder dashboards for subject matter experts, IT and non-IT executives, and others.

Operations Bridge puts you on the fast track to new possibilities.

<sup>2</sup> See the [Service Description for OpenText Operations Bridge on SaaS](#) for more detail.

### Additional Professional Services

Our Professional Services team has additional offerings to maximize the value of your Operations Bridge product. Find out [how](#).

Learn more about our [AIOps platform Operations Bridge](#). For more detail, read the [datasheet](#).

Or [contact us](#) to discuss your questions or get a demonstration.

Learn more at [www.opentext.com](http://www.opentext.com)