

PRODUCT OVERVIEW

OpenText Infrastructure Observability

OpenText™ Infrastructure Observability gives you a clear, unified view of infrastructure performance across your multicloud and on-premises estate—so you can find and fix problems faster. Got OpenText SiteScope? Even better.



Full observability

See all cloud and on-premises resources on one dashboard.



Faster troubleshooting

Use guided workflows and prebuilt dashboards to resolve issues faster.



SaaS solution

Get your team up and running quickly with the ease and speed of SaaS.



Uplevel SiteScope

Gain centralized management and historical reporting for a product you know and love.

Managing both on-premises and multicloud performance

issues is a formidable task. Mergers, acquisitions, and cloud-vendor lock-ins have created an impenetrable jungle of complexity. Once, cloud vendor tools seemed like the answer. But without clear, consistent, consolidated visibility of all resources, outages are inevitable. Fast-growing numbers of resources, including new cloud resources such as containers, result in escalating data volumes that exceed the capacity of even seasoned staff—and many teams are far from that.

Upgrade your visibility with Infrastructure Observability. From a single dashboard, you can see clearly and completely across multiple clouds and on-premises domains. High-speed discovery, monitoring, and troubleshooting is finally possible.

Get up and running quickly with SaaS. Swiftly tackle issues with guided workflows and AI-enabled anomaly detection. Instantly assess the health of infrastructure and services with automatically generated service views. And use bidirectional service management connections to update everyone on service ticket changes. SiteScope users get a bonus benefit: Infrastructure Observability integrates seamlessly with SiteScope monitors, delivering flexible historical reporting and centralized management of multiple SiteScope servers.

\$36.3 million—Average organizational loss due to the inability to proactively prevent performance issues.

Digital Enterprise Journal, *24 Key Areas Shaping IT Performance Market*, July 2022

Unify your view across on-premises domains and cloud vendors

Without clear visibility of user experiences or cloud resource connections, you can't find and fix issues fast enough. Cloud vendor tools won't help—they can't see on-premises resources. But with Infrastructure Observability, you get a consolidated view of your data across domains and cloud vendors from a single dashboard. Choose your view from prebuilt dashboards or create your own view with drag-and-drop ease—no complex SQL queries needed.

Detect problems proactively

Infrastructure Observability's multivariate anomaly detection (MVAD) reduces alert noise, making it easy to isolate potential problems. MVAD also groups related metrics and determines if the group is behaving anomalously. That way, when you get an anomaly alert, you know it's worth looking into.

Speed up troubleshooting

Zoom from zero to observability with guided workflows and prebuilt dashboards that help you monitor cloud and on-premises infrastructure and services. Infrastructure Observability leads you quickly to your "Aha" moments—from the degradation alert to a direct understanding of which IT component caused it and which services were impacted.

Accelerate time to value

Infrastructure Observability is an easy-to-use, easy-to-implement SaaS solution that allows your team to hit the ground running. Plus, by shifting installation, maintenance, and upgrade work to us, you can focus on the projects that matter most.

Get more from SiteScope

Infrastructure Observability offers SiteScope users powerful new reporting and management capabilities. After instant integration, metrics captured by SiteScope are stored in the SaaS-hosted OPTIC data store. You can generate out-of-the-box reports with that data, using a drag-and-drop report designer to edit them or to build custom reports. You can also use Infrastructure Observability to centrally manage multiple SiteScope instances from the Monitoring Control Center. Don't have SiteScope, no problem! You can quickly install it to monitor your on-premises resources with included licenses.

Many cloud monitoring solutions have a steep learning curve that prolongs the time it takes to detect and solve problems. Infrastructure Observability delivers auto-discovery, service mapping, and guided workflows that speed the capture and analysis of critical system information. Paired with AI-enabled multivariate anomaly detection, IT admins and experts can identify problem areas prior to service slowdowns and nail down root cause when performance is negatively impacted.

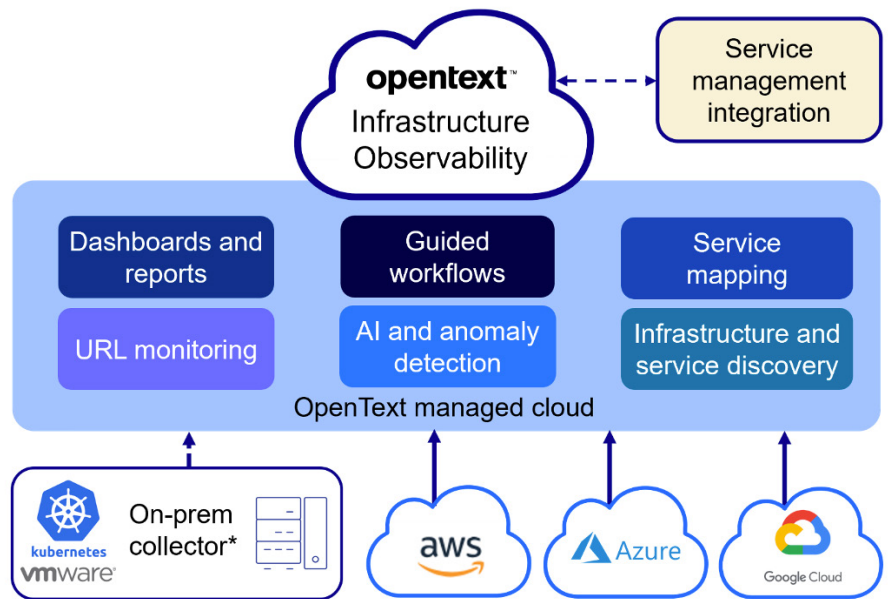
Take advantage of OpenText services

Professional Services:
Plan, govern, and execute your journey to IT value

Training:
Meet the demands of all types of users for effective adoption

Communities:
Explore ideas, join discussions, and network

Infrastructure Observability also integrates with the industry standard in agentless monitoring—OpenText SiteScope. The thousands of organizations already using SiteScope can now instantly connect to gain full reporting and management capabilities.



*Optional component (license included)

Figure 1. Get a unified view of multiple clouds and on-premises resources.

| Product features | Description |
|--|---|
| Discovery plus performance and availability monitoring of: | <ul style="list-style-type: none"> Cloud resources, including Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform. Kubernetes and VMware™ infrastructure in the cloud and data center. Off-cloud infrastructure. Proactive application health understanding via URL monitoring. |
| Unified cloud and off-cloud service status UI page provides: | <ul style="list-style-type: none"> Automatic service-to-infrastructure linkage. At-a-glance view that shows you the cloud and on-premises infrastructure status of your service and related events. Fast RCA with event summary pages that provide key metrics with the option of further drill-down into anomaly details. Powerful Flex dashboards and reports with SQL-free data exploration to accelerate troubleshooting. Guided workflows to help you get to the root cause of the problem. |

| Product features | Description |
|---|--|
| Monitoring Control Center (MCC): | • SiteScope and Kubernetes monitoring configurations are unified in a single UI. |
| OPTIC Data Lake (ODL), reporting, and dashboards: | • Service health and downtime-aware reporting and report scheduling with OPTIC Reporting. |
| Analytic capabilities: | <ul style="list-style-type: none"> • ML-based problem detection using OpenText Operations Bridge Analytics. • Automatic Event Correlation (AEC). • Multivariate anomaly detection (MVAD) on cloud data. |
| Incident lifecycle management | Via bidirectional IT service management integration. |

[Product page](#)

[Community](#)

[What's new in Infrastructure Observability blog](#)

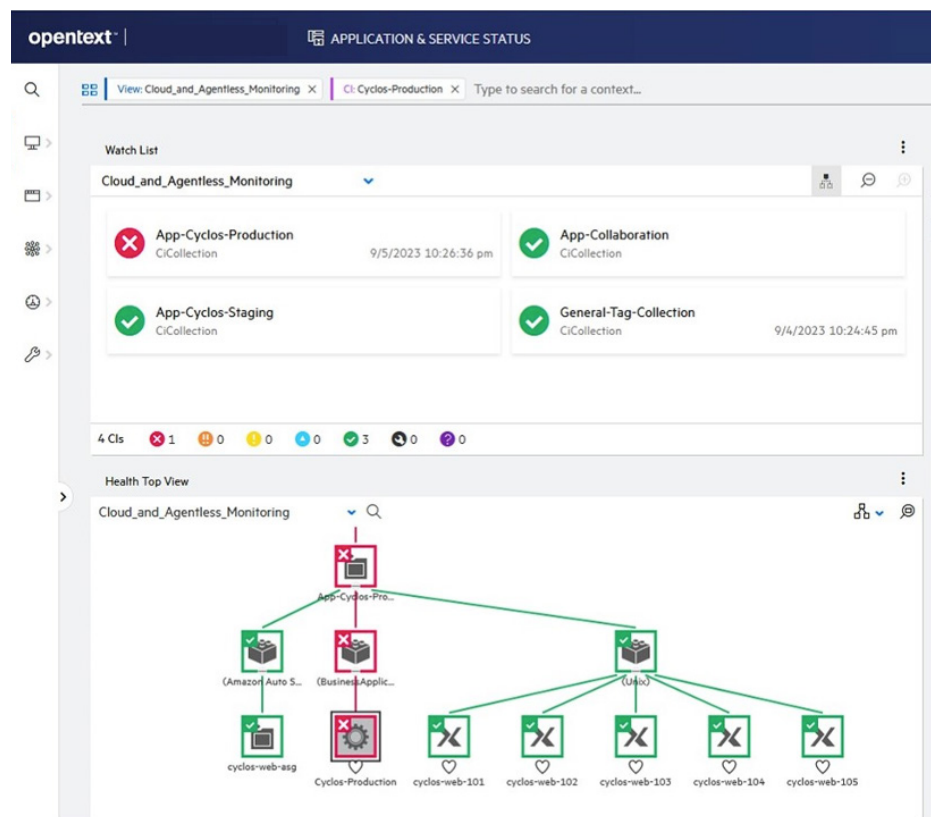


Figure 2. Bottom automatically discovered service view, top service status.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

Connect with us:

- [OpenText CEO Mark Barrenechea's blog](#)
- [X \(formerly Twitter\)](#) | [LinkedIn](#)