

# Operations Bridge – SaaS

Operations Bridge monitors your IT environment and consolidates data from existing tools. It applies automated discovery, monitoring, analytics, and remediation to data across traditional, private, public, multi-cloud and container-based infrastructure. OpsBridge automates AIOps and Observability with machine learning and analytics which reduces events, and accelerates root cause identification and remediation. Executive stakeholders gain actionable insight on their mobile devices with tailored dashboards showing key status, business and IT KPIs. Now available as SaaS and on-premises deployment.

## Product Highlights

### The New Normal of Hybrid Cloud Monitoring for the Digital Enterprise

As organizations rapidly move towards digital transformation, IT Operations is receiving an increased pressure to meet the demands of the modern enterprise. That means they have to be able to offer both cloud and on-premises infrastructure options to support critical business applications and services. They must adapt fluidly to new technologies, and effortlessly adopt new cloud vendors and other services chosen by the business. They must be able to monitor new applications and releases with increasing frequency while seamlessly handling updates to existing application workloads. Finally, IT operations must provide data in context that makes sense to the lines of business leaders. All of these are imperative requirements for IT operations to meet if they are going to be seen as a valuable partner to today's digital enterprise.

**"Following the Operations Bridge implementation, we have noticed an alarm reduction of over 70 percent."**

MOHAMMED SHATA

ITOM Solutions Architect  
Vodafone Technology Shared Service

OpenText™ Operations Bridge (OpsBridge) exploits AIOps capabilities to consolidate and analyze all your data. It reduces event volumes, isolates root cause, and applies automated remediation to fix issues faster with greater efficiency than manual repair. OpsBridge is built on containers and microservices. Best of all, OpsBridge brings all these capabilities together in a single console, allowing you to see a complete picture of all your business in real-time.

### Deliver What the Business Needs

Designed to deliver real business value, OpsBridge integrates all your tools, automates manual tasks, and focuses operations on the business services and users being impacted. It performs these actions by automatically identifying root cause faster than ever before possible, predicting future impact and then automating remedial actions.

### Key Benefits

- Regain full visibility of service health and vulnerabilities across your cloud and on-prem IT estate
- Reduce event noise and uncover root cause faster with advanced correlation and analytics
- Automation cost savings can be redirected towards digital innovation and present IT results through a business lens

## Key Features

- **Run Operations with SaaS-based agility.** Respond to constant change with fast, flexible SaaS deployment. Or deploy on premises.
- **Automate discovery & monitoring.** See health and impact of IT resources across private, public cloud, and on-premises environments.
- **Centralize performance & event management.** Across all data types from 200+ domains, feed signals to AIOps.
- **Automate AIOps & remediation.** Utilize advanced correlation, analytics, and automation to improve root cause analysis, and reduce mean time to repair (MTTR).
- **Analyze application health & user experience.** Proactively monitor and manage end user experience to catch problems before your users do.
- **Customize dashboards & reporting.** Provide actionable insights in real-time for faster decision making.
- **Existing on-premises customer? Get ready for a seamless transition to SaaS.** Onboard Operations Bridge to a SaaS environment with our [Professional Services consultants](#).

- Flexible scaling options: SaaS keeps you up-to-date with no additional computing resources

## Key Features

### Automate Discovery and Monitoring

Discovery and monitoring of your whole IT estate, including on-premises and public and private cloud, consolidates and exploits all your data types (events, metrics, logs, and topology) within a dynamically updated and accurate model. It shows the impact of incidents, ensuring no new service goes overlooked with dynamic top down and bottoms up service modeling and with monitoring automation.

### Centralize Performance and Event Management

Aggregate all our your cloud and on-premises resources into a single view with 200+ technology integrations. OpsBridge solution templates and management packs provide deep rich domain specific monitoring including: infrastructure, databases, Microsoft environments, SAP environments, middleware, cloud, big data, application platforms, automation, load balancers, and web servers (*see table on page 3*). The data is integrated into our [OPTIC Data Lake](#), a containerized common data collection and storage for real time streaming data ingestion and processing.

### Automate AIOps



IT experts advise that application of common data ingestion and algorithmic Big Data driven analytics to all your data is the key to improving service excellence. Research in Action (RIA) named Micro Focus (now OpenText) Operations Bridge a Market Leader in their Vendor Selection Matrix AIOps Platforms.

OpsBridge takes the advice from analysts a step further by providing automation behind log, metric, and event analysis. It provides these capabilities with built in AIOps analytics that are based on 50+ patents for high-speed, high-volume data analysis. OpsBridge reduces events using stream-based, topology-based, and machine learning (ML) correlation of event streams overtime and across domains. Our ML based correlation is automatic, no rules to write, and takes advantage of topology, when available. Anomaly detection proactively alerts operators of abnormal activity and uncovers the most relevant insights from hundreds of millions of records to help your team better prioritize.

### Automate Remediation

With thousands of out-of-the-box operations to choose from, including hundreds of out-of-the-box integrations to third-party tools, OpsBridge simplifies and accelerates automation of tasks such as remedial actions, notifications, and recovery procedures. Orchestration of complex and conditional execution and rollback provides the means to strengthen compliance, remove manual errors, and develop Robotic Process Automation (RPA) to slash costs and drive compliance, releasing rare human resources for more important business priorities.

Adapting to changing circumstance is a core requirement for an agile organization. That's the DevOps methodology, and OpsBridge supports it with:

- A dynamically updating model that reflects the deployment of new application and infrastructure instances, automatically activating the required monitoring.
- Automated tasks that are used to capture and share vital production information to the extended teams, as well as activating alternative configurations to keep your business on track.
- Monitoring as Code

### Analyze Application Health and User Experience Management

OpsBridge Business Process Monitor provides probes to measure service quality, control SLAs, and analyze application health." This function is also available as SaaS with probes around the world. That data is also fed to our OPTIC Data Lake, and is processed by the AIOps based analytics, and shown in reports and dashboards.

### Customize Dashboards and Reporting

OPTIC Reporting and Dashboards can exploit all the status and KPI data at your disposal to provide a live channel of business and IT news. OPTIC Reporting "paints" this data onto a tablet or any other device with a browser. OPTIC Reporting software can display online information—such as RSS feeds, live programs, and streaming videos—in views developed using popular office tools. OPTIC Reporting can consume historical data stored in the OPTIC Data Lake, preprocessing and analyzing that data before it is displayed for reporting.

OpsBridge Performance Engine and OPTIC Reporting provide highly scalable, real-time performance collection, analysis and graphing for hundreds of metrics and consumes data from the OPTIC Data Lake. Since OPTIC Data Lake holds data from other OpenText tools, such as [Network Operations Manager](#), you can build and combine different metrics and IT status information into powerful dashboards that can be easily and quickly tailored into domain or contextually-specific dashboard mashups. You can also use your own business intelligence tools to report on data from OPTIC Data Lake.

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## Supported Technologies

**Management Packs** are domain-specific add-ons to OpsBridge that provide pre-programed intelligence for that domain, domain specific reports and correlation rules. Full details can be found [here](#).

### Infrastructure

AIX  
CentOS  
Cluster  
Debian  
HPE-UX  
HyperV  
IBM LPAR  
KVM  
Oracle Enterprise Linux  
RedHat  
Solaris  
Solaris Zone  
SUSE  
Ubuntu  
VMware vSphere  
Windows  
XEN

### Databases

Cassandra  
Couchbase  
Apache CouchDB  
Informix  
Marklogic  
Microsoft SQL Server  
MongoDB  
MySQL  
Oracle Database  
Oracle RAC  
PostgreSQL  
Riak  
SAP Sybase ASE

### Microsoft Environments

Microsoft Active Directory  
Microsoft Azure  
Microsoft Exchange Server  
Microsoft IIS  
Microsoft SharePoint Server  
Microsoft Skype for Business

### SAP Environments

SAP  
SAP HANA

### Middleware

Apache ActiveMQ  
Apache Kafka  
Apache Tomcat  
Apache Web Server  
Glassfish  
IBM WebSphere Application Server  
iPlanet  
JBoss  
Memcached  
Oracle Weblogic Application Server  
Rabbit MQ  
Redis  
Varnish

### Cloud

Amazon Services (EC2, EBS, ECS, Dynamo DB, Beanstalk Services, AWS Service Status, RDS, ASG, ELB, SQS, RedShift, KMS, S3, AWS Billing, AWS Service Health Dashboards)  
Microsoft Azure (Azure Data Factory, Azure Data Lake, Virtual Machines, Azure SQL, Storage Account, Azure App Service Plan, Azure Web Apps, Azure Active Directory Discovery, Activity Logs, Windows Activity Logs hosted on the Azure environment, Azure Load Balancer, Multi Instance support for Storage account service)  
Google Cloud Platform  
OpenStack  
Kubernetes

### Big Data

Apache Falcon  
Apache Flume  
Apache Oozie  
Apache Spark  
Apache Storm  
Apache Zookeeper  
Hadoop (Apache, Cloudera distributions)  
HBase  
OpenText Vertica Database  
Solr

### Application Platforms

Docker (certified)  
Node.js

### Automation

Chef  
Jenkins

### Generic

BIND  
DHCP  
File Change Monitor  
FTP server  
Generic SMTP  
JMX  
Microsoft .NET  
openssh  
Perfmon  
SNMP

### Load Balancer

HAProxy  
Nginx

### Partner

IBM AS/400  
IBM DB2  
IBM Mainframe

### Web Server

gUnicorn  
HTTP  
Lighttpd

### Others

Github  
Postfix

**Integrations** are connectors to other tools that bring in their data for display and analysis:

Ambari  
AppDynamics  
Aternity  
BMC Impact Manager  
BMC Remedy  
CA Spectrum  
Cherwell ITSM  
CollectD  
DynaTrace APM (Compuware)  
Dynatrace Data Center RUM (Do IT WISE)  
Dynatrace Data Center RUM (J9)  
Dynatrace Synthetics (Do IT Wise)

ExtraHop Networks  
Helion Monasca  
HPE OneView  
HPE Systems Insight Manager  
IBM NetCool  
IBM Tivoli (J9)

Microsoft SCOM  
Nagios  
New Relic  
Nutanix  
OpenText APM  
OpenText AppPulse Active / Mobile  
OpenText ArcSight Logger / ESM  
OpenText AppManager  
OpenText Network Node Manager i (NNMi)  
OpenText Operations Manager for UNIX  
OpenText Operations Manager for Windows  
OpenText Service Manager  
OpenText Universal CMDB  
Oracle Enterprise Manager  
Propel Service Exchange  
RemedyForce / Salesforce  
SAP Solution Manager  
Service Anywhere  
ServiceNow (Applink)  
ServiceNow (Do IT WISE)  
Solarwinds Network Performance Monitor  
Solarwinds Server and Application Monitor  
Splunk  
VMware vCenter Operations Manager  
VMware vRealize Operations (VROPS)  
xMatters  
Zabbix  
Zenoss

## OpsBridge Editions

	Express	Premium	Ultimate
<b>Automate Hybrid IT Discovery &amp; Monitoring</b>			
Agentless Event and Performance Management	•	•	•
Web and URL monitoring	•	•	•
Agent Based Deep Monitoring		•	•
Domain Specific Management Pack Content		•	•
<b>Consolidate Data and Reduce Noise</b>			
Event Automation & Reduction		•	•
Service Impact & KPI Assessment		•	•
<b>Automate AIOps &amp; Robotize Remediation</b>			
Topology Based Event Correlation		•	•
Flexible runbook remediation and orchestration			•
Event & exploratory analytics			•
Capacity Analytics and Optimization			•
Operational Discovery			•
Enterprise ChatBot	•	•	•
<b>Application Health and User Experience Mgmt.</b>			
Synthetic End User Experience Monitoring	•	•	•
SaaS Application Monitoring		•	•
System Availability Management & Service Level Management		•	•
<b>Customize Dashboards &amp; Reporting</b>			
Business Value Dashboards		•	•
Standard Server Reporting		•	•
Cross Domain Reporting Content			•
	Essential Monitoring	Consolidation + Scale	Analytics & Automation

**Connect with Us**



**Cloud Observability – SaaS** is a standalone SaaS offering that can interface with on-prem enabling quick visibility into AWS and Azure cloud for large-scale environments. If you integrate Cloud Observability – SaaS with on-prem Operations Bridge deployment, OpenText will manage the on-cloud components, customers remain responsible for upgrading on-prem components.

### 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](#).

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

### Learn More

Visit: [www.microfocus.com/OpsBridge](http://www.microfocus.com/OpsBridge)  
[OpsBridge blog](#)  
[www.opentext.com](http://www.opentext.com)

## SaaS Offerings

	Premium	Reporting	Cloud Observability
<b>Automate Hybrid IT Discovery &amp; Monitoring</b>			
Agentless Event and Performance Management	•		
Web and URL monitoring	•		
Agent Based Deep Monitoring	•		
Domain Specific Management Pack Content	•		
Observability – Container/Cloud Infra (e.g. EC2)	•		•
Observability – Cloud Service (e.g. RDS)	•		•
OPTIC System Reporting	•	•	• (Cloud data only)
<b>Consolidate Events and Reduce Noise</b>			
Event Automation & Reduction	•		
Service Impact & KPI Assessment	•		
CLIP Integration with SMAX	•		
3rd party via Integration Hub	Add On		
OPTIC Event Reporting	•		
<b>Automate AIOps &amp; Robotize Remediation</b>			
Automatic Event Correlation	•		
Assisted Root Cause Analysis	•		
Anomaly Detection	•		
Log Analytics and search	•		
Flexible runbook remediation and orchestration	•		
Operational Discovery	Add On		
<b>Analyze Application Health (On-Prem)</b>			
Synthetic End User Experience Monitoring	•		
WWW Point of Presence	•		
System Availability Mgmt & Service Level Mgmt	•		
OPTIC Application Reporting	•	•	
<b>Customize Dashboards &amp; Reporting</b>			
Business Value Dashboards	•	•	• (Cloud data only)
OPTIC Data Lake & data consolidation	•	•	• (Cloud data only)
Standard Server Reporting	•	•	• (Cloud data only)
Cross Domain Reporting Content	•	•	

Get the fast pass to AIOps with our three SaaS offerings:

**Operations Bridge Premium – SaaS** is our most comprehensive SaaS solution, incorporating functionalities such as over 200+ observability integrations. Also, with Operations Bridge Premium – SaaS, OpenText experts will patch and upgrade your on-premises systems

**Operations Bridge Reporting – SaaS** optimizes business insight and gives you out-of-the-box (OOTB) cross-domain insight with pre-built reports to enable visualization with a popular business intelligence (BI) tool. OpenText manages all on-cloud components, customers are responsible for upgrading and maintaining on-premise components.