

# Leaders in Advanced IT Analytics (AIA)

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A Buyer's Guide for Investing in Innovation



**MICRO FOCUS  
(HPE SOFTWARE)**

**LOOK FOR:**  
A RICH AND PROVEN  
ANALYTICS ARCHITECTURE  
TO UNIFY IT

# MICRO FOCUS (HPE SOFTWARE) HAS BEEN SELECTED AS A LEADER IN ADVANCED IT ANALYTICS (AIA)

To do achieve this, Micro Focus (HPE Software) met the following criteria:

- Support for performance, availability and change impact awareness with both real-time and historical insights.
- Assimilation of data from cross-domain sources in high data volumes for cross-domain insights.
- The ability to access multiple data types, e.g. events, KPIs, logs, flow, configuration data, etc.
- Capabilities for self-learning, to deliver predictive, and/or prescriptive, and/or if/then actionable insights.
- Support for a wide range of advanced heuristics such as multivariate analysis, machine learning, streaming data, tiered analytics, cognitive analytics, etc.
- Potential use as strategic overlay that may assimilate or consolidate multiple monitoring investments.
- Support for private cloud, public cloud, as well as hybrid/ legacy environments.
- Successful completion of this unique EMA assessment, including required dialogs with customer deployments.



# MICRO FOCUS (HPE SOFTWARE)

## Micro Focus Operations Bridge Suite



### Introduction

Micro Focus Operations Bridge is distinctive in the industry because it is a true management architecture rather than simply a suite of tools, and because of its breadth of functionality, role support, and use-case relevance. OpsBridge is focused on optimizing IT operations for performance and availability management. Through its integrations, the platform supports change and capacity management. Its IT operations analytics capabilities are among the industry's most advanced in data assimilation, heuristics, hybrid cloud optimization, service modeling, and many other features. It leverages Vertica-based big data architecture for its multidimensional analytic options, including what the vendor calls "time machine" interactive analysis for understanding abnormalities and other issues fluidly across time. Its collect once store once (COSO) technology, based on the Vertica platform, is optimized for real-time data ingestion and processing.

The full suite of OpsBridge solutions includes the following:

**Micro Focus Operations Bridge Express** – Agentless application and infrastructure monitoring with support for public cloud AWS and Azure environments, as well as Docker containers

**Micro Focus Operations Bridge Premium** – Adaptive event management, business impact analytics, automated monitoring, and cross-domain reporting via a single integrated pane of glass

**Micro Focus Operations Bridge Ultimate** – Adds log and event analytics, predictive analysis, runbook automation, business service reporting, automated business service modeling, automated remediations (with more than 8,000 runbooks to choose from), and enhanced cloud and virtual machine optimization

OpsBridge core components come fully integrated and can include:

- Advanced analytics
- Event management
- Operational and long-term reporting
- Business value dashboards and highly adaptive reporting
- Discovery and dependency mapping
- Runtime service modeling
- Extensive automation capabilities, including IT process automation
- Capacity planning and optimization

Critical integrations relevant to this report include:

- Micro Focus IT Service Management Automation (ITSMA). This is integrated with OpsBridge for multiple benefits in incident and change management, as well as in unifying IT
- More than 200 fully supported integrations for enhanced context, monitoring, and hybrid cloud support

COST ADVANTAGE	Time to value	IN PROCESS
	Administration and support	STRONG
	Toolset consolidation	OUTSTANDING
ENVIRONMENTS	Cloud for performance management	OUTSTANDING
	Cloud for change, capacity/cost optimization	OUTSTANDING
	Core infrastructure (network/data center)	OUTSTANDING
	Legacy/mainframe	STRONG
	Application performance and availability management	STRONG
	IoT	IN PROCESS
SCENARIOS	Agile/DevOps	IN PROCESS
	Integrated Security	IN PROCESS
	Change Impact Awareness	STRONG
	Capacity optimization	OUTSTANDING
	Business impact	STRONG
	Business alignment	STRONG
	Unifying IT	OUTSTANDING

#### LEGEND



**OUTSTANDING**

The vendor is exceptional in this arena. As such, it is a core reason for choosing this vendor.



**STRONG**

The vendor has powerful options associated with this criteria—yet another good reason for selecting a particular solution.



**IN PROCESS**

This is an area of growing investment for the vendor, and already very real in some deployments—but not yet either fully realized, and/or a main focus.



**PRESENT**

Some capabilities are present (often driven by unique customer demand), but it is not central to the vendor's current offering



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This is not currently being addressed.

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## Company Background

When HPE Software joined with Micro Focus in August of 2017, the combined company became the seventh-largest company in the world, with more than 10,000 employees. It currently has a worldwide customer base of 30,000. As part of the vendor's IT Operations Management (ITOM) portfolio, OpsBridge has enjoyed double-digit growth since its inception five years ago.

## Market Focus

Operations Bridge is directed at a wide range of verticals worldwide, but favors larger enterprises (those with more than 10,000 employees). It can scale accordingly to large environments in terms of managed entities and its ability to assimilate metrics, events, and other sources (more than 50,000 within five minutes).

## Stakeholders

OpsBridge can serve a wide range of domain and cross-domain stakeholders and select business-related stakeholders, such as line of business executives and relevant digital experience or marketing executives for business impact. Virtually all IT domains are supported, as well as IT service management teams, engineering, architecture, and capacity planning.

## Architecture and Design

OpsBridge is instrumented within and across the data center, within and across application components, and at each application tier, with automated discovery for AWS, Azure, and the Google Cloud Platform. It also captures network transit by segment.

## Data Collection

OpsBridge stands out for the breadth and richness of the data it can assimilate and analyze. Its collect once store once (COSO) design leverages the Vertica platform to optimize real-time data ingestion and processing.

This includes events, time series data, log file data, transaction-related data, spreadsheets, configuration and topology data, and unstructured data. OpsBridge can also collect business-related time series and event data, security-related data, and IoT-related data. A lightweight sensor, also called Cloud Agent, is designed for highly efficient log streaming with no unique configuration requirements. All data brought into OpsBridge is time stamped for sequence-aware mapping of KPIs to show possible cause and effect within 1-3 minutes.

## Heuristic and Analytic Dimensions

Operations Bridge Analytics (OBA) is a core component of the OpsBridge Suite. Data is aggregated into a central data store with HPE's unique automatic search capabilities that exploit the extremely fast data mining capabilities of Vertica. With more than 50 patents in the area of machine learning, OBA is rich in heuristic and analytic dimensions, from multimode correlation to anomaly detection to predictive trending and machine learning, among other examples. OBA's unsupervised learning of normal behavior is automatic and out-of-the-box across all its data sets.

## Discovery, Dependency Mapping, and Visualization

OpsBridge provides agents, lightweight sensors, and/or agentless sensors for discovery, with extensibility through third-party connectors to import dependency- and discovery-related data from other tools. It captures a range of infrastructure and application components, including virtualized infrastructure, network, server, storage and middleware dependencies, containers, microservices, and public cloud IaaS. It is not endpoint-focused, but can learn endpoint behaviors through integrations with endpoint and mobile management tools and transaction-related data.

Operations Bridge discovery is fast, accurate, and—when needed—continuous. Discovery and dependency mapping are natural outgrowths of the process, which includes capturing topologies and dependencies.

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## Application Discovery and Dependency Mapping

Dependency mapping is achieved via Micro Focus Universal Discovery and the vendor's Run-time Service Model (RtSM), which captures interdependencies across the application infrastructure with ongoing, real-time awareness and updates.

## Automation

OpsBridge has set the bar high for combining automation with analytics in various dimensions. Automated monitoring kicks in without human intervention when any new instance of an IT element or application implementation is detected. Automated remediation leverages built-in runbooks, or simple scripts, leveraging Micro Focus Operations Orchestration and its 8,000 runbooks. This includes support for closed-loop remediation for key processes utilizing out-of-the-box IT service management (ITSM) integrations.

## Visualization

For visualization, OpsBridge provides operational and business value dashboards and reporting capabilities to help IT professionals and IT and business stakeholders work together more effectively. Opsbridge reporting and dashboards utilize scorecards, templates, widgets/gadgets, and mashups, as well as connectors to transmit data from nearly any source, including http streams for videos, RSS feeds, and ODC connections. The reporting engine utilizes the Run-time Service Model for common navigation and experience for cross-domain reports as the IT landscape changes.

The Business Value Dashboard (BVD) is designed to provide a single point of visualization, navigation, and drilldown for both IT and business decision-makers in their quests to optimize IT services for performance, availability, and business outcomes. The BVD can work with a variety of data sources outside of OpsBridge to optimize a business's outcome-related content, as well as adding technical insight. In parallel, Operations Bridge Reporter enables data viewing and analysis from a range of unique, role-related perspectives, with added depth in the areas of application performance and end-user experience.

OpsBridge also offers its users/stakeholders out-of-the-box opportunities for social IT, such as ChatOps, to empower superior collective decision-making across IT, and between IT and the business.

## Supported Environments

### Cloud for Change Management, Capacity Optimization, and Cost-Related Insights

OpsBridge offers superior visibility and control for private and public cloud infrastructures, as well as cloud-native applications, containers, and microservices. It enables performance management across hybrid cloud, as well as legacy and mainframe environments. OpsBridge capacity planning and optimization capabilities are strong, with features such as optimizing workload placement in business service context and cost-analysis, including tradeoffs across different cloud and non-cloud options. Google Cloud, Amazon Web Services (AWS), and Microsoft Azure are currently supported for performance and capacity optimization.

### Core Infrastructure (Network/Data Center)

Core infrastructure management is central to OpsBridge capabilities, where its options for value are rich, diverse, and well-proven based on dialogues with deployments. OpsBridge enables proactive management for network, systems, storage infrastructure, hyperconverged infrastructure, and associated service provider dependencies. Stakeholder support also reflects strong infrastructure outreach to address multiple roles and needs.

### Legacy/Mainframe

Versatile approaches to mainframes monitoring are provided through third-party integrations.

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## Application Performance and Optimization

OpsBridge has rich transaction awareness and is especially powerful in diagnosing application performance issues across large, complex infrastructures, including middleware issues, cloud, microservices, and containers. Support for application types is varied, from traditional web applications to commercial ERP, to API-enabled applications, to web services and cloud. Application performance can also be understood in context with end-user experience management with in-depth capabilities, such as SiteScope (for synthetic transaction monitoring), Real User Management (RUM) for observed transactions, and Business Process Monitor (BPM) for linking transactional behaviors with business process outcomes.

## Internet of Things (IoT)

While IoT is not a strategic focus for OpsBridge, the solution is natively extensible through API-integrations to support IoT monitoring tools and IoT requirements. It has been used in multiple customer environments to provide this type of support. Some examples are wind turbine power generation and rail transportation instrumented for performance and safety.

## Scenarios

### Integrated Security

OpsBridge Ultimate can collect security-related events and time-series data. It has out-of-the-box support for Micro Focus ArcSight for Security Information and Event Management (SIEM). These sources are integrated into the same dashboard and reporting views for more cohesive management, with a focus on reducing mean-time-to-repair for performance impact and security-related issues, such as denial of service (DoS).

### DevOps

Operations Bridge supports several DevOps use cases, including continuous operations, business value dashboards, and ChatOps collaboration. In addition, robotized OpsBridge allows stakeholders outside of operations, such as developers and testers, to extract monitored data via near-natural language in order to make better decisions regarding feature modifications and version needs.

## Change Impact Awareness

Through various integrations, most notably IT Service Management Automation Suite (ITSMA) and cloud vendor-native interfaces, OpsBridge can import chargeback or usage-based data, CMDB data, configuration management system (CMS) data, and other configuration and change impact-related data. In tracing performance or business outcomes to changes, all ITSMA records can be integrated for proactive anomaly detection and automated root-cause analysis.

From a change management perspective, OpsBridge also integrates with a variety of automation capabilities, including configuration management and ITIL process automation, as well as its own native runbook (Operations Orchestration).

## Capacity Optimization

OpsBridge provides varied support across legacy and hybrid cloud environments, including “what-if” scenario modeling, best-fit forecasting, and workbenches for in-depth analysis of usage and requirements as well as cost, including reclaiming unused infrastructure resources. Modeling can be applied to infrastructure-to-business service interdependencies for more business-aware optimization.

## Business Impact and Business Alignment

OpsBridge leverages its comprehensive Run-time Service Model and is able to correlate incidents to services for prioritizing operational response based on business impact. Business Value Dashboards provide a single point of visualization, navigation, and drilldown to support both IT and business decision-makers in optimizing IT services for performance, availability, and business outcomes. Moreover, OpsBridge’s transaction-aware analytics can assimilate business metrics, such as revenue, business activity metrics (BAM), and conversions from competitive websites. Other integrations can provide cost-related values for business optimization, such as OpEx and CapEx savings or application usage for cost and relevance. Finally, Business Process Monitor directly links transactional behaviors with business process values and outcomes. Through these capabilities, OpsBridge allows IT to prioritize events based on business outcomes and manage IT based on business needs and relevance, as well as raw performance.

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## Unifying IT and Improving Operational Efficiencies

OpsBridge delivers on virtually all of the requirements described for unifying IT. These include a variety of integrations with existing cross-domain monitoring tools, substantial options for automation, and significant investments in social media. The vendor's use of ChatOps and Slack goes well beyond the average in that interactions are targeted by role and use case and indexed to optimize any war room needs. Gamification has also been a focus by supporting better ways of working and process improvements. Finally, ITSMA integration, along with support for third-party ITSM solutions (such as ServiceNow and BMC), provide strong values in sharing analytic impacts through trouble ticketing and workflows, as well as more integrated insights into change and configuration dependencies.

## Pricing, Deployment, and Time to Value

OpsBridge is licensed per server or per device. Micro Focus has deliberately chosen a node-based model that's simple and easy for customers and partners to understand. Pricing is targeted at the mid-tier or large enterprise buyer.

In terms of time to value, in the spring of 2017, the vendor formally introduced a containerized version of its entire IT Operations Management suite, including OpsBridge. The solution is now deployed on container technology from Docker and Kubernetes, with transparent quarterly enhancements and initial deployment in a matter of minutes (fully integrated in a few hours). The move effectively eliminates patches and enables a single update to currency across versions. Once installed, OpsBridge is self-learning and can become current and operative in large enterprise environments between three days and one week.

## Longer-Term Value: Toolset Consolidation

Toolset consolidation has been strongly borne out as a value in dialogue with OpsBridge deployments. OpsBridge has more than 200 fully supported integrations, including a range of third-party integrations and an API for enabling unique requirements. Types of solutions include reciprocal (import/export) integrations, such as CMDB/CMS/dependency mapping integrations, applications, and network performance management, event management systems, ITSM integrations, operational and executive dashboards, security-related monitoring, workflow and process automation, chargeback, and usage analysis.

## Maintenance Fees and Customer Support

Maintenance fees are about 20 percent of the list price. This includes online support, business-hour phone support, and 24x7 phone support, with options for onsite support.

For professional services, Micro Focus offers:

- Planning and deployment
- Performance/diagnostics
- SLA/SLM planning
- Capacity planning/optimization
- Architecture and integration

The Customer Assist Team, dedicated to larger accounts, works through proof of concept and supports best-practice adoption. In addition to a customer advisory board that helps shape product directions and requirements, the vendor has a customer community (VIVIT) of roughly 30,000 participants that functions independently from the company, with worldwide regional events focused on product adoption and success.

## Customer Perspectives

### Global provider of Internet-based entertainment

"The move to OpsBridge allowed us to unify our operations team with a single-pane-of-glass view and drilldown so we could share information more effectively. In the past, we caught only three percent of our problems proactively. With OpsBridge, that went up to 88 percent. Mean time to repair dropped from hours to as low as 12 minutes, and we are now able to automate resolutions to known issues."

### Global Communications Service Provider

"With Operations Bridge, we've been able to consolidate our toolset investments across all tiers of service delivery, with both operational and CapEx savings. Automation is driving new levels of efficiency so we can refocus around higher-value activities. For instance, we've been able to reduce incident volumes by 76 percent and reduce MTTR for major incidents by nearly 400 percent."

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## European-based Banking and Financial Services Company

“With Operations Bridge, we have evolved to have a fully automated environment for monitoring 24x7, which means we have zero people doing traditional hands-on monitoring in our NOC.”

## Global Consultancy and Managed Services Provider

“We’ve seen a 90 percent reduction in incident volumes per month in our infrastructure business. We are saving 10,000 hours per month through automation with Operations Bridge.”

## Summary

### What This Vendor is not About

Support for the Internet of Things (IoT) is delivered primarily on a project basis for unique customer requirements. Integrated support for security is still a work in progress, though already enabled through several key integrations.

### What’s Most Unique

Micro Focus stands out for proven breadth of functionality, unique innovation in delivering time to value, and having a true architecture rather than simply being a suite of products. Its capabilities to learn and predict anomalies across multiple data sources is compelling. Its focus on automation, or what it calls “automated AIOps,” is both distinctive and highly relevant to growing trends and needs within the industry.

While many advanced analytics solutions in the current market are coming from new and emerging innovators, the vendor’s solution has evolved over time based on a significant global customer base. For large enterprises focused on optimizing operational values in performance, as well as change and capacity (with integrations), OpsBridge should be high on the list.



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## About Enterprise Management Associates, Inc.

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help EMA's clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals, and IT vendors at [www.enterprisemanagement.com](http://www.enterprisemanagement.com) or [blog.enterprisemanagement.com](http://blog.enterprisemanagement.com).

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