OpenText Operations Bridge (OpsBridge) 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 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

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.

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

Data Sheet
Data Sheet
Operations Bridge – SaaS

Key Features

Automate Discovery and Monitoring
Discovery and monitoring of your whole IT estate, including on-premises and public 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 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.

Adapting to changing circumstances is a core requirement for an agile organization. That’s the DevOps methodology, and OpsBridge supports it.
**Supported Technologies**

**Management Packs** are domain-specific add-ons to OpsBridge that provide pre-programmed 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
- RabbitMQ
- 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)
- 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:

- Ambrai
- 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 (NNM)
- 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
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.

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.

Addtional 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

**OpsBridge Editions**

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**Additional SaaS Offerings**

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