

# Automated AIOps for the Digital Enterprise

## Operations Bridge

### Required Capabilities

- Automate Hybrid IT Monitoring
- Consolidate and process all data types
- AIOps and Automated Remediation
- Digital Experience Monitoring
- IT metrics shown in business terms



**Automated AI Operations (AIOps)** is the ability of a system to **sense** the state of its environment, **analyze** the data it senses to find operational problems or changing resource demands, and **adapt** the environment dynamically to resolve issues and address changing business demands at optimal cost

[Operations Bridge is an industry leading solution that provides all 11 capabilities defined by Gartner in their AIOps report.](#)



### Transform IT to Become a More Strategic Business Partner

To become a more strategic partner to the business, IT operations must reduce costs, improve speed and responsiveness, and be capable of doing more with the same or less resources. These are all drivers for the adoption of virtualization and public and private cloud, but even the most innovative technologies won't make IT a better partner to the business. IT leaders need the ability to clearly visualize the impact of IT on the business—and in real time, not in yesterday's report.

To fully transform your IT operations and provide high-quality services in step with business priorities, you need solutions that:

- Prioritize issues impacting the business
- Automatically analyze all your data and trends; then optimize workloads
- Integrate existing IT tools, filter noise and identify root cause
- Minimize downtime, costs, and remove business disruption
- Seamlessly manage new technologies
- Provide a consumer-like monitoring experience

The ultimate goal is to achieve automated AIOps and visualize operations through a business lens. So how do you get there? Look to the capabilities of the Operations Bridge (OpsBridge)—a software solution designed to transform IT operations into an essential business partner.

### Operations Bridge

Exploiting all your data can save you from disaster as well as provide vital competitive

insight to executives. It makes sense to use a common infrastructure monitoring solution that integrates all your tools, automates manual tasks, visualizes what's being impacted, and highlights the root cause that's impacting business. According to industry experts, Artificial intelligence should be applied to solve issues in operations. A Gartner AIOps report identifies 11 capabilities and recommends adoption of a common data management architecture.

OpsBridge satisfies all these and introduces collect once store once (COSO) technology, a new containerized method for real-time data ingestion, storage and common analytical processing.

The result is powerful automated machine learning, anomaly detection and predictive analytics to identify root cause fast, and take remedial action across Hybrid IT resources.

### IT Operations Transformed

We recognize that you need fast time to value. OpsBridge provides a choice between classical, or containerized deployments with tools like Docker and Kubernetes to simplify time to value. There are three editions, Express, Premium and Ultimate providing you a choice of capabilities. Even better, you can start small and easily upgrade to expand your monitoring with scalable, elastic performance monitoring and exploit automated analytics to find issues fast. Measure your service delivery and its cost when using hybrid cloud, such as Amazon Web Services, Microsoft Azure, and Google Cloud. Adapt faster with automated remediation, choosing from 8,000+ runbooks and ChatOps to serve DevOps for continuous operations.

### Sense What's Happening

With automated Hybrid IT discovery and monitoring, OpsBridge consolidates and exploits your data in a dynamically updated and accurate model of what impacts what. To ensure true end-to-end visibility, OpsBridge offers a growing list of domain-specific management packs and operations connectors. Today, 200+ integrations automate discovery and monitoring of logs, events, metrics, and topology across a wide variety of vendors and technologies such as AWS, Microsoft Azure, SAP, Oracle WebLogic, Apache Ambari and [many more](#).

OpsBridge helps to assure application health with agentless monitoring capabilities from SiteScope and synthetic user transaction monitoring from Business Process Monitor. This data is now automatically collected and stored within COSO.

Micro Focus® AppManager is also integrated providing industry leading monitoring of Microsoft environments and providing events and topology integrated with OpsBridge.

Whether you are providing or consuming cloud services, our Automated Service Modeling discovers your service definitions and links them to the applications and associated IT components. Coupling integration with automation, your operations tool set suddenly becomes smarter and faster. Your operators can now focus on business priorities, and have more time to innovate.

### Analyze All Your Data

OpsBridge incorporates extensive predictive analytics capabilities, from agent-based intelligence and real-time performance analytics to multi-mode stream-based and topology-based correlation of event streams over time and across dependencies. IT experts advise that application of algorithmic Big Data

driven analytics to all your data is the key to improving service excellence.

### Algorithmic IT Operations

The analytics in OpsBridge is based on 50+ patents for high-speed, high-volume data analysis. Automated log, metric and event analysis plus anomaly detection proactively alerts operators to abnormal activity and uncovers the most relevant insights from hundreds of millions of records to help your team better prioritize.

OpsBridge proposes optimized recipes of your resources to enhance your control of virtualized resources and dynamically changing workloads. It enhances the means to provide the right level of service at reasonable cost, visualizing resources and forecasting their allocation impact.

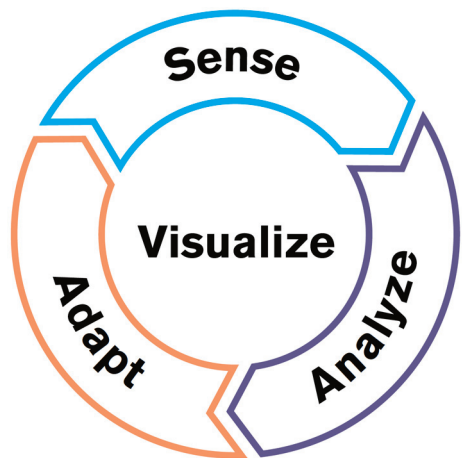


Figure 1. What OpsBridge does

### Adapt to the Situation

With more than 8,000 runbooks to choose from, including hundreds of out-of-the-box integrations to popular IT Service Management tools, OpsBridge simplifies and accelerates automation of tasks such as

remedial actions, notifications, and recovery procedures. Orchestration of complex and conditional execution provides the means to strengthen compliance, remove manual errors, and accelerate key operations processes.

Adaptation to changing circumstance is a core requirement for an agile, closed-loop way of working and enabling collaboration among development, testing, and production staff. 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.
- Robotized features for ChatOps-based collaboration across operations and other teams
- Automated tasks 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.

### Visualize with Dashboards, Reporting, and Analytics

Visualization in OpsBridge comes in a number of components. Business Value Dashboard (BVD) is extremely flexible and provides sub-second updates. It merges business and IT data, this promotes business and IT alignment.

The BVD can exploit all the status and KPI data at your disposal to provide a TV-like channel of business and IT news that the BVD "paints" onto a tablet or any other device with a browser. Even better, the BVD software can display online information—such as Internet news feeds,

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**Vodafone Group doubled operational efficiencies.**

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**“The CEO is looking at the Business Value Dashboard every day. We made a significant change in the perception of our IT department, now we’re on the same level as the line of business.”**

**THOMAS BAUMANN**

Swiss Mobiliar

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live programs, and streaming videos—in dashboard views. These views can be developed by anyone using our Business Value Dashboard Design Studio or simple office productivity tools, such as Microsoft Visio, making their design flexible and easier to build and tailor, and very fast to deploy.

BVD can consume historical data stored in COSO, preprocessing and analyzing that data before it is displayed for lightweight reporting. In addition to dashboards BVD can produce PDF output.

### Real-Time Performance Analytics

OpsBridge Performance Engine provides highly scalable real-time performance collection analysis and graphing for hundreds of metrics from our extensive KPI Library. You can build and combine different IT status and metrics information into powerful dashboards that can be easily and quickly tailored into domain or contextually specific dashboard mashups. As the graphical designs are free to anyone to specify, the business and IT information you capture can be shown anywhere, at any place in the cascading dashboards for all personas.

### Multi-Domain Reporting

Lack of visibility into operational and performance data across multiple domains is

problematic. A core OpsBridge capability manages the complex task of designing, generating, and publishing cross-domain reports. More than 200 predesigned reports are available, some of which are provided with management packs. These reports facilitate SLA measurements. With ChatOps, it is possible to get access to any OpsBridge report.

Operations Bridge Reporter (OBR) provides current and historical cross-domain reporting of the availability and performance metrics across the IT infrastructure. OBR enables reporting of vital services and applications or groups defined in different IT monitoring tools from which it pulls the data based on custom groups defined in OBR. It also alerts on user defined conditions such as approaching the 90 day forecasted limit of a resource such as bandwidth for a WAN link.

### Managing Hybrid IT Environments

As IT transforms and adopts cloud infrastructures, the end-to-end service depends on the performance of resources that are no longer under the control of IT operations, yet may heavily impact service delivery.

Gaining visibility through a service-driven monitoring system is paramount in this case, especially when native tools don't provide enough information.

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**“The main benefit is that we have a detailed view about what is happening in the cloud. OpsBridge is a perfect solution for us.”**

**DAVID HERRERA**

Banco Sabadell

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**“With the new micro service and containerized architecture, the Operations Bridge is going in the right direction, it’s an exciting evolution and will bring real value to us.”**

**LUKE BRADLEY**

Vodafone Group Services Limited

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To help you adapt to these demands, OpsBridge automates discovery and monitoring of logs, events, metrics, and topology across AWS, Microsoft Azure, Google Cloud, and Openstack platforms.

Automated detection and modeling of cloud services, and real-time streaming of 300+ metrics and logs solve the visibility issue.

OpsBridge supports AWS services including: EC2, EBS, ECS, Dynamo DB, Beanstalk Services, AWS Service Status, RDS, ASG, ELB, SQS, Redshift, KMS, S3, AWS Billing, and AWS Service Health Dashboards.

OpsBridge supports Microsoft Azure services including: Azure Data Factory Store, Azure Data Lake Store, 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, and multi-instance support for storage account service.

OpsBridge supports Google Cloud Compute Engine instances in the Google Cloud Platform. It provides RtSM views and capture of performance and availability metrics used by the reporting and graphing capabilities of the OpsBridge.

**“There was a 98% reduction in the events that were coming through our event browser. The reason we had the reduction in events is because we used the correlation engine and the integrations available through the OpsBridge.”**

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By taking advantage of increased visibility, IT operations is empowered to analyze this data, see when cloud and other resources are predicted to impact the business, and optimize resource allocation to better control their costs.

#### **Realizing the Benefits**

See how Banco Sabadell is pioneering in hybrid cloud with Operations Bridge. [Watch the video.](#)

Learn how Swiss Mobiliar IT grew to become a major business partner. [Watch the video.](#)

Learn how Accenture is changing the dynamics of IT operations. [Watch the video.](#)

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